

OHCM Visit

September 25-26, 2007

Tuesday, 25 September 2007

8:30	Introduction to NSSC	Ken Newton
9:00	NSSC Funding Model	Ken Newton
10:00	Current Operational Baseline	Terry Jackson
10:30	NSSC HCIE/HRIS Transition Strategy	
	- HRIS Migration Schedule	Mike McCann
	- IT Infrastructure	Charles Kilgore
11:30	Lunch	
1:00	NSSC HCIE/HRIS Transition Strategy (Cont)	
	- HRIS Staffing	Terry Jackson
	- Discovery to Date	Jim Seal
2:00	Operational Support Discussion	
	- Change Request Process	Rachel Raines
	- Configuration Management	Rachel Raines
	- HRIS Reports/Access	Mike McCann
	- Open HRIS Change Requests	Mike McCann

Wednesday, 26 September 2007

8:00	Operational Support Discussion (Cont)	Mike McCann
9:30	NSSC Facility Tour	Terry Jackson
	- Ms Irwin w/J. Short at 9:30	
	- Ms Irwin w/ R. Arbuthnot at 10:00	
10:30	SATERN Specific Discussion	Kevin Herrington
11:30	Lunch	
1:00	Portal Expectations Discussion	Mike McCann
2:00	NAAS Specific Discussion	Mike McCann
2:30	eOPF Migration and Support Discussion	Rachel Raines
3:00	Meeting Recap and Review of Action Items	Mike McCann



NSSC Vision & Mission

Vision

Unparalleled Service

To provide timely, accurate, high quality, cost effective, and **customer focused** support for selected NASA business and technical services.

Mission

What Is the NASA Shared Services Center (NSSC)?

- Consolidates activities into a separate, independent NASA Service Center
- Performs a variety of transactional and administrative activities in four lines of business:
 - Financial Management
 - Human Resources
 - Information Technology
 - Procurement



Why Shared Services for NASA?

- Reduces resources expended for support
 - Provides better quality, more timely services at lower cost
 - Improves data integrity, consistency, and accountability
 - Standardizes core business processes
- Facilitates process re-engineering and automation
- Leverages consolidated spending with vendors to negotiate better terms and prices
- Saves money to funnel back into programs (Space Shuttle, Space Station, Exploration)



• Human Resources

- High volume, transactional activities
 - » Processing personnel actions
 - » Maintaining employees personnel records
 - » Employee benefits, advice, and services
 - » Processing training requests
 - » Processing awards
- Low volume, boutique-type activities
 - » Maintaining HR systems
 - » Employee drug testing
 - » SES case documentation

• Financial Management

- Employee travel (foreign and domestic)
- Employee relocation services
- Accounts payable
- Accounts receivable
- Payroll
- Financial statements

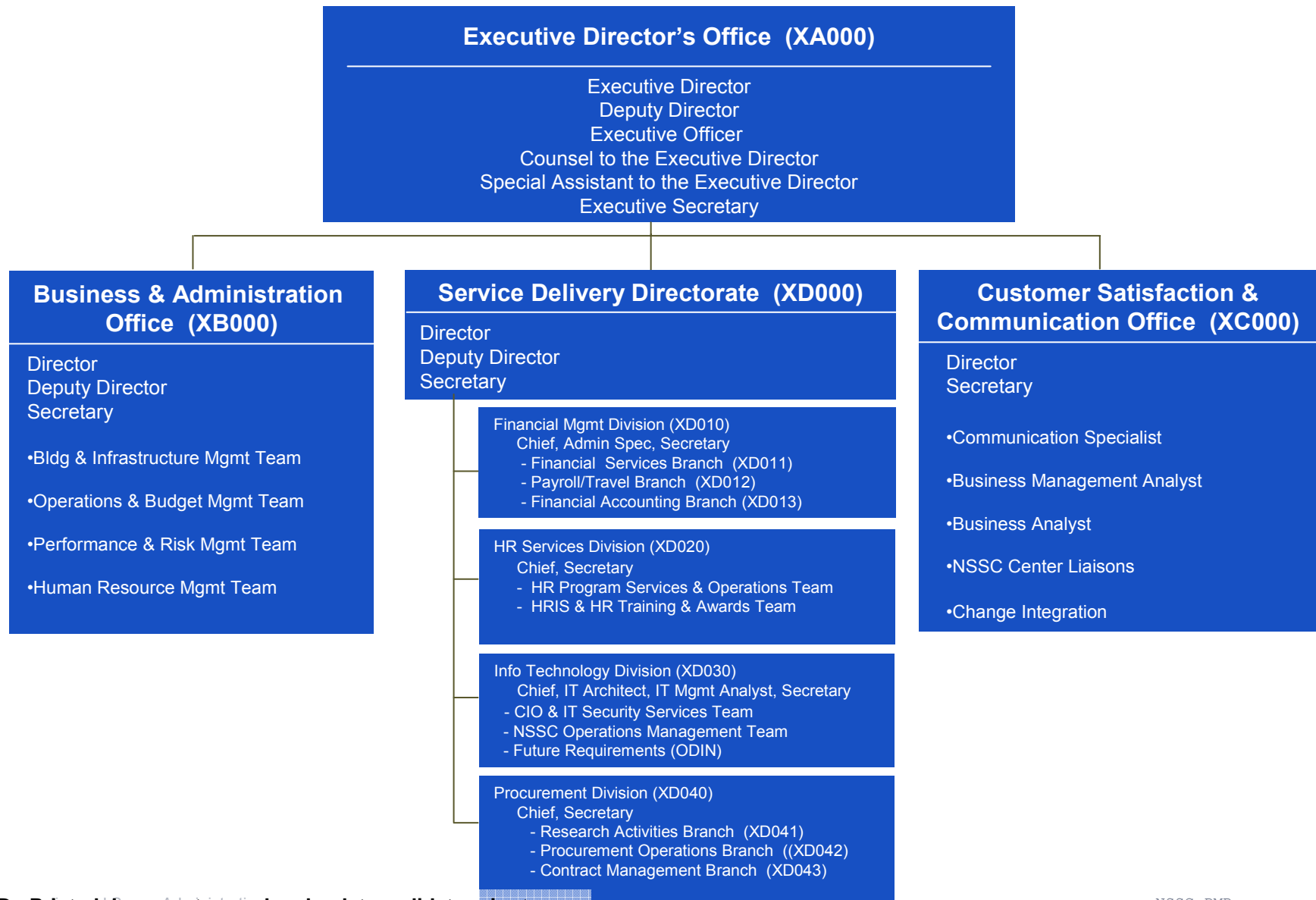
• Procurement

- Consolidated Contract Management
- Grants processing

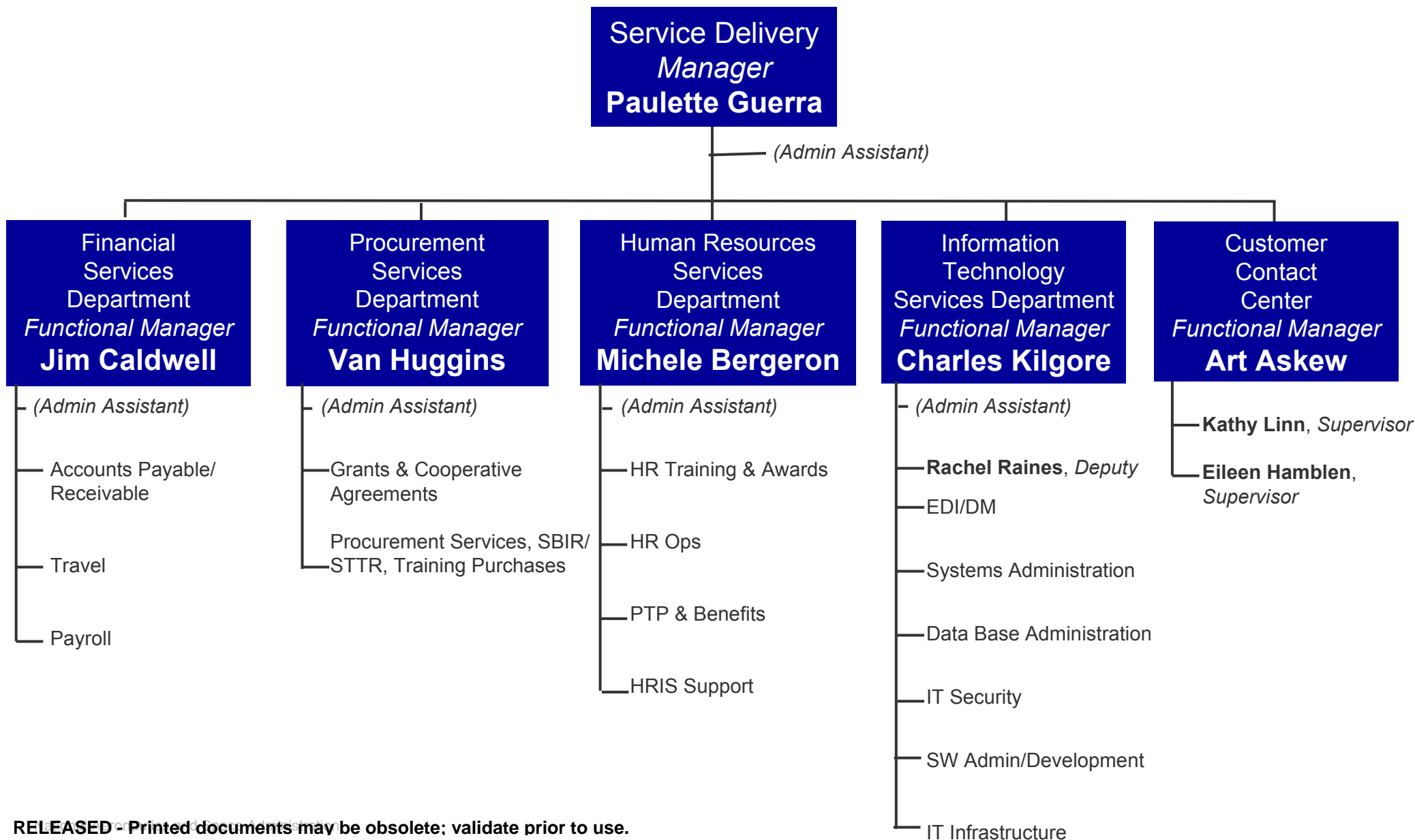
• Information Technology

- Enterprise licensing
- Oversight and management of desktop support contract

NSSC Organization Structure (Government)



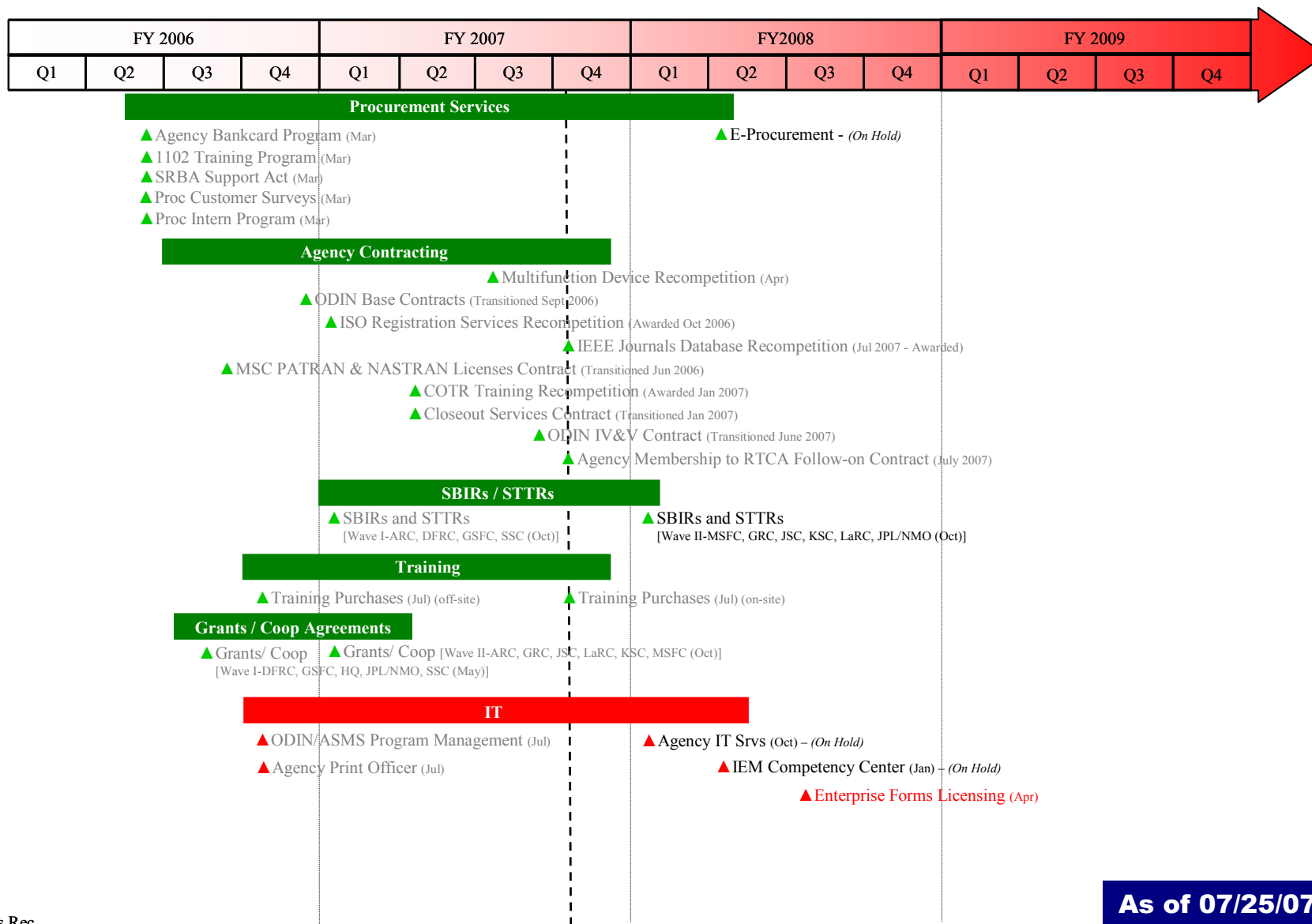
NSSC-Service Provider Service Delivery Organization



FY 2006				FY 2007				FY2008				FY 2009			
Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Travel				Accounts Payable											
▲ Foreign Travel/ PCS (Mar)				▲ Agency Travel/Fleet Card Pro. (Jun)				▲ e-Travel (TBD)							
▲ Domestic Travel (Jun)								▲ AP [Wave I-MSFC, GRC, JSC, SSC (Nov)]							
								▲ AP [Wave II-KSC, LaRC, ARC, DFRC (Jan); Wave III-GSFC, HQ (Mar)]							
								▲ FMS224/GL/Reporting (Apr)							
Payroll				▲ Leave Donor & Adv Sick Leave (Jul)				Accounts Receivable							
▲ Payroll (Jun)								▲ AR [Wave I-MSFC, GRC, JSC, SSC (Nov)]							
								▲ AR [Wave II-KSC, LaRC, ARC, DFRC (Jan); Wave III-GSFC, HQ (Mar)]							
Support to Personnel Programs				HCIE Support				▲ SF224/GL/Reporting (Apr)							
▲ Drug Testing (Mar)				▲ HR & Training Website Dev & Maint (Jul)											
▲ Special HR Studies (Mar)				▲ HR and Training Information Systems (September through February '09 - Phased)											
▲ Classification Appeals / Support to Surveys (Mar)				Workforce Information Cubes for NASA (WICN) (Oct 'FY08) Employee Orientation System & Student Employee Mgmt System (Nov 'FY08)											
▲ Employee Notices (Mar)				NASA Organizational Profile Sys. & NASA Employee Profile System (Mar 'FY08) Competency Management System & Workforce Transition and Tracking Sys. (Jul 'FY08)											
▲ Develop Info Materials (Apr)				▲ HCIE Release 1 Reports Dev. (Oct)								Workforce Services Portal (Nov 'FY09)			
▲ General Employment Inquiries (May)				Processing Training Notices / Training Data Entry (Jul)								Workforce Integrated Mgmt Systems (Feb 'FY09)			
▲ Award Processing (Jul)															
▲ Agency Honor Awards (Jul)															
▲ HR Information Support (Sept)															
Employee Development and Training															
▲ Training Srv Support (Jul)															
▲ Off-site Training / Training Data Entry (Jul)															
▲ Admin of online Training & Training Data Systems (Sept)															
Employee Benefits															
▲ Health Fairs (Apr)				▲ Benefits Processing (Jan)											
▲ Financial Disclosure (Jul)															
▲ New Hire In-Processing (Jan)				PAP											
				▲ eOPF/ Performance Record Maint (Aug)											
				▲ Personnel Transaction Processing (Jan)											
SES				Recruit											
▲ Appointments (Apr)				▲ Recruitment Logistics (Jan)											
				▲ SES Candidate Dev. Prog. Mentor Appraisals (Aug)											
PCS/Relocation															
▲ PCS/ Relocation Assistance (Oct)															
▲ PCS/ Relocation Guaranteed Home Sales (Oct)															
▲ Ext. TDY Relocation (Jan)															

As of 07/25/07

Service Transition Schedule



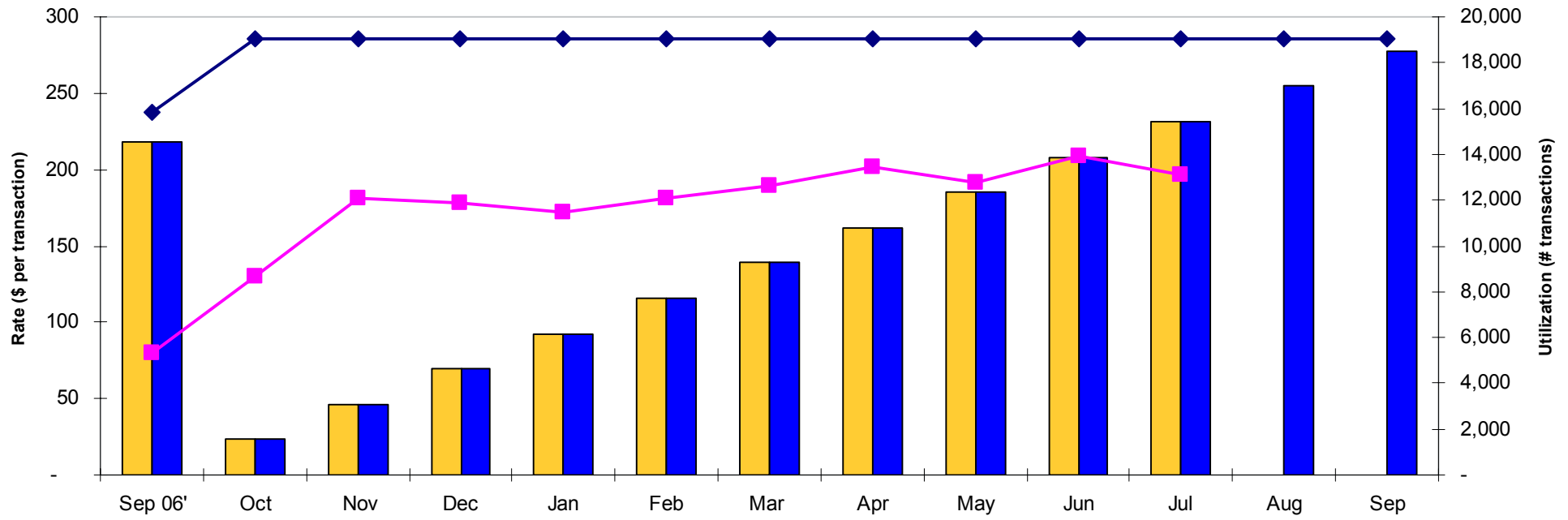
■ Upcoming
 ■ Transitioned
 ■ Ongoing
 ■ New Business Rec.

As of 07/25/07

The Chargeback Model

Ken Newton

Support to Personnel Programs



YTD Actual Utilization
 YTD Plan Utilization
 Actual Rate
 Planned Rate

	<u>Sep 06'</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>Jun</u>	<u>Jul</u>	<u>Aug</u>	<u>Sep</u>
YTD Planned (\$K)	3,462	440	881	1,321	1,762	2,202	2,642	3,083	3,523	3,964	4,404	4,845	5,285
YTD Actual (\$K)	1,163	-	558	826	1,059	1,396	1,758	2,181	2,363	2,900	3,028		
Number of Transactions													
YTD Plan Utilization	14,573	1,543	3,087	4,630	6,173	7,716	9,260	10,803	12,346	13,889	15,433	16,976	18,519
YTD Actual Utilization	14,573	1,543	3,087	4,630	6,173	7,716	9,260	10,803	12,346	13,889	15,433		
Rate (\$/transaction)													
Planned Rate	238	285	285	285	285	285	285	285	285	285	285	285	285
Actual Rate	80	130	181	178	172	181	190	202	191	209	196		

Metric - # of W-2 Forms

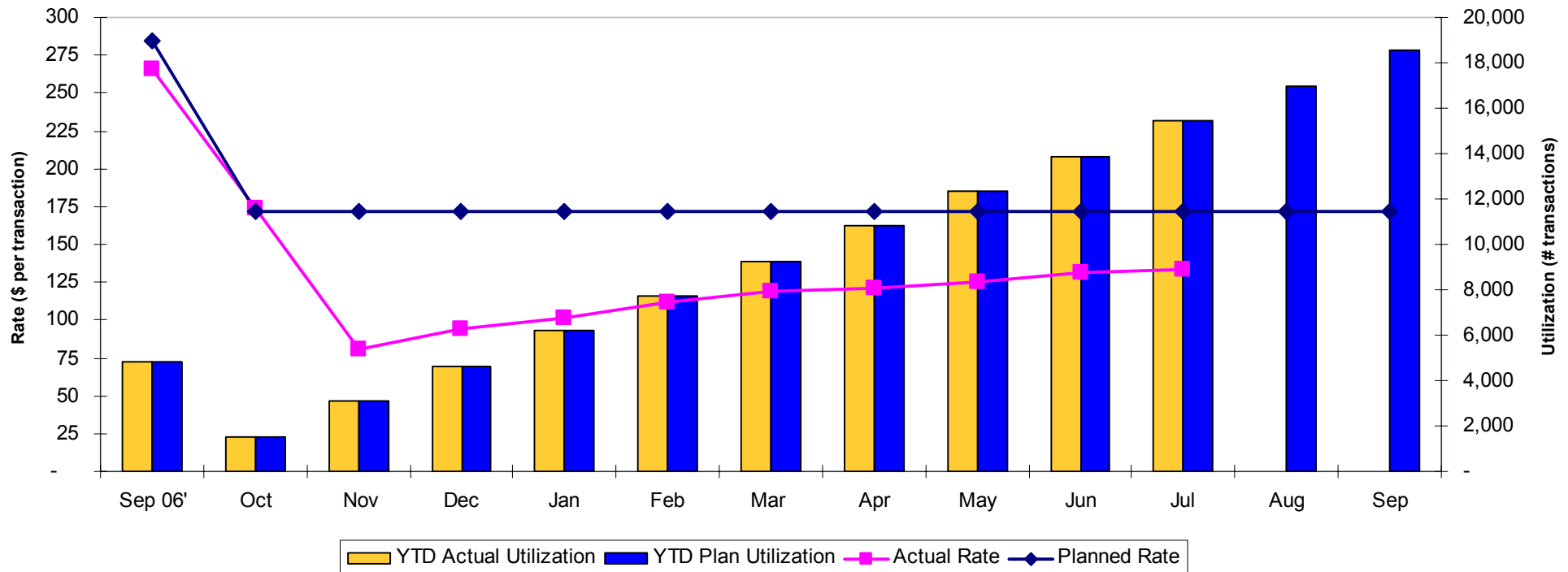
Oct "Actual Rate" Averaged between Sep & Nov

Projected EOY Earned (\$Ks)

\$1,300

- General employment inquiries,
- Position classification appeals,
- Employee recognition and awards processing,
- Agency honor awards,
- Preparation and distribution of employee notices, support to HR specialists,
- Development and delivery of information materials

Employee Development and Training



	Sep 06'	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
YTD Planned (\$K)	1,380	266	531	797	1,063	1,328	1,594	1,860	2,125	2,391	2,656	2,922	3,188
YTD Actual (\$K)	1,293	-	250	435	628	859	1,105	1,308	1,545	1,827	2,058		
Number of Transactions													
YTD Plan Utilization	4,858	1,543	3,087	4,630	6,173	7,716	9,260	10,803	12,346	13,889	15,433	16,976	18,519
YTD Actual Utilization	4,858	1,543	3,087	4,630	6,173	7,716	9,260	10,803	12,346	13,889	15,433		
Rate (\$/transaction)													
Planned Rate	284	172	172	172	172	172	172	172	172	172	172	172	172
Actual Rate	266	174	81	94	102	111	119	121	125	132	133		

Metric - # of W-2 Forms

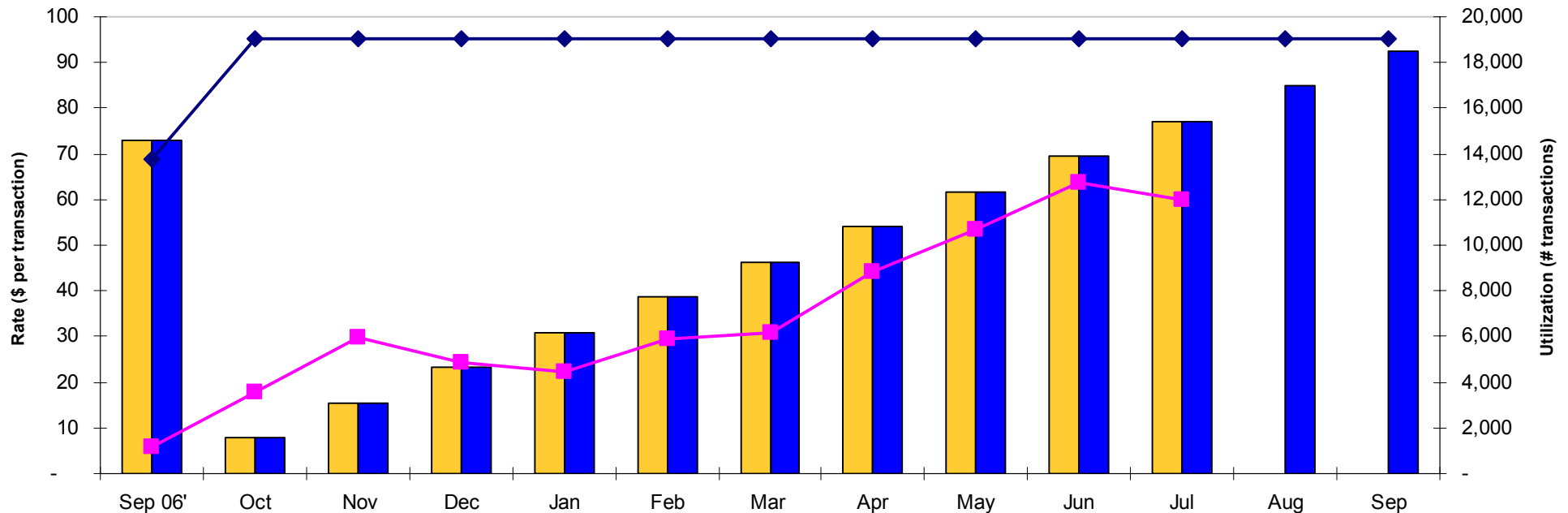
Oct "Actual Rate" Averaged between Sep & Nov

Projected EOY Earned (\$Ks)

\$766

- Training services support for specific needs standard across agency,
- Registration/reimbursement for individually funded training activities,
- Processing of on-site training notices, training data entry,
- Support to surveys and assessments,
- GS-1102 training program

Employee Benefits



■ YTD Actual
 ■ YTD Plan
 —■— Actual Rate
 —◆— Planned Rate

	Sep 06'	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
YTD Planned (\$K)	1,004	147	294	440	587	734	881	1,028	1,174	1,321	1,468	1,615	1,762
YTD Actual (\$K)	85	-	92	112	137	228	286	479	659	884	925		
Number of Transactions													
YTD Plan	14,573	1,543	3,087	4,630	6,173	7,716	9,260	10,803	12,346	13,889	15,433	16,976	18,519
YTD Actual	14,573	1,543	3,087	4,630	6,173	7,716	9,260	10,803	12,346	13,889	15,433		
Rate (\$/transaction)													
Planned Rate	69	95	95	95	95	95	95	95	95	95	95	95	95
Actual Rate	6	18	30	24	22	30	31	44	53	64	60		

Metric - # of W-2 Forms

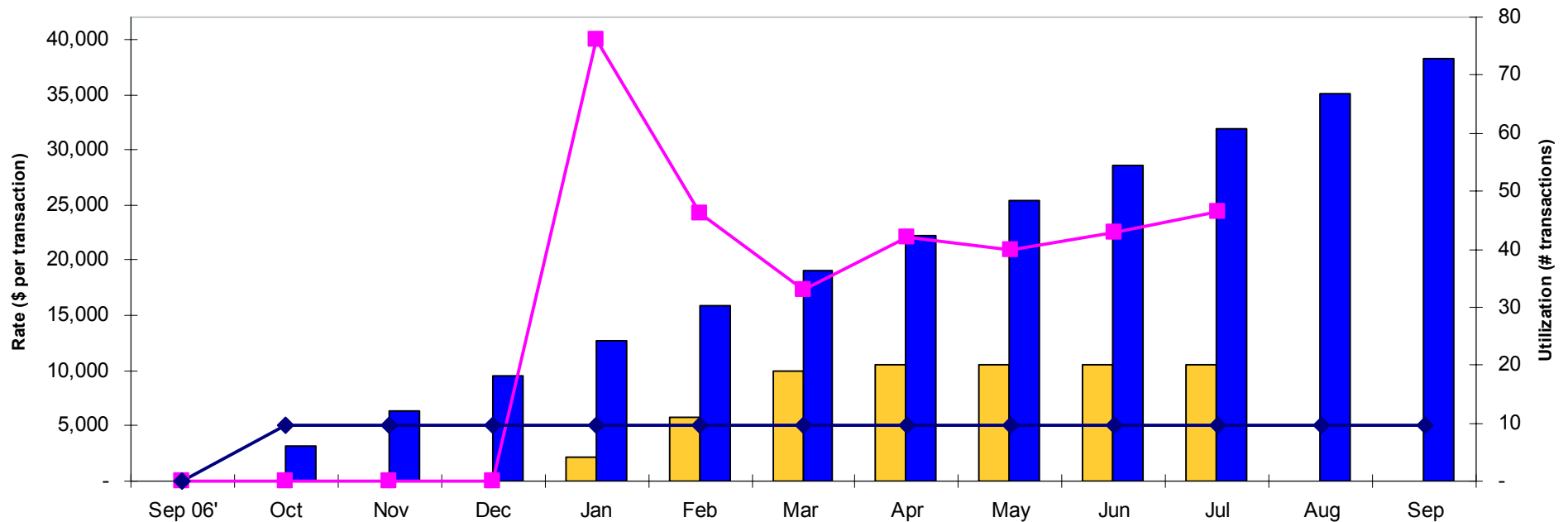
Oct "Actual Rate" Averaged between Sep & Nov

Projected EOY Earned (\$Ks)

\$535

- Benefits processing,
- New hire, transfer, and reassignment in-processing,
- Administration of leave donor program and advance sick leave,
- Organization of health fairs and occupational health and safety awareness fairs,
- Financial disclosure forms

Recruiting Events Logistics

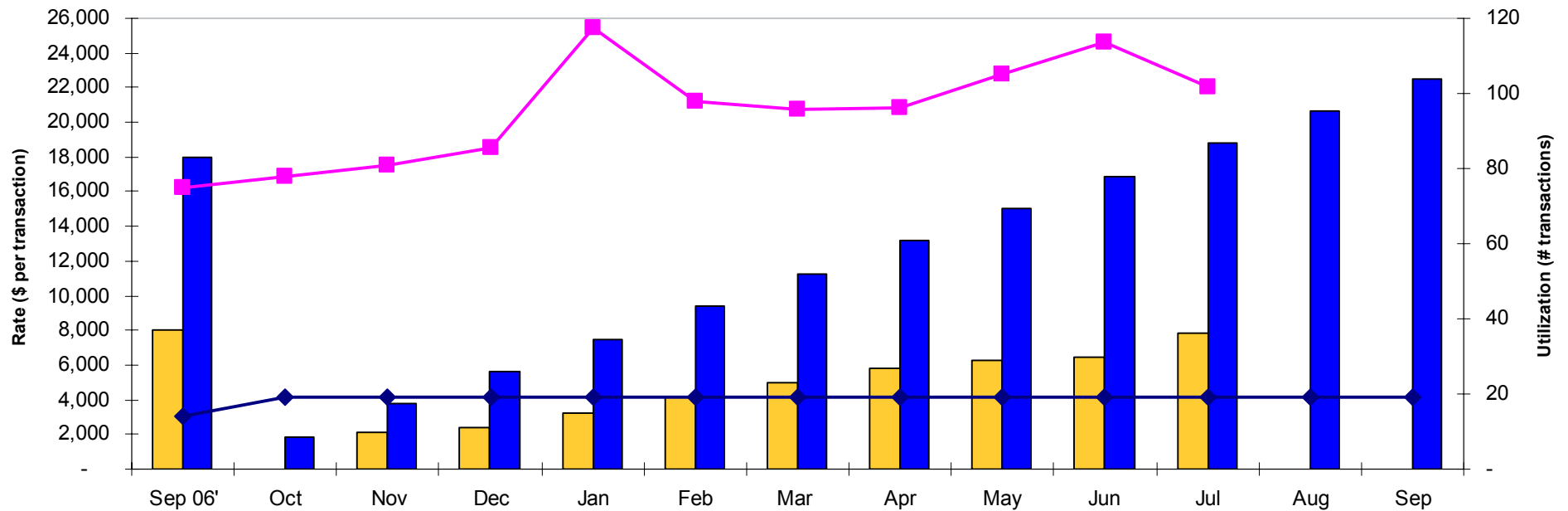


■ YTD Actual Utilization
 ■ YTD Plan Utilization
 —■— Actual Rate
 —◆— Planned Rate

	Sep 06'	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
YTD Planned (\$K)	0	31	61	92	122	153	184	214	245	275	306	337	367
YTD Actual (\$K)	0	0	57	84	160	267	329	441	419	449	489		
Number of Transactions													
YTD Plan Utilization	0	6	12	18	24	30	36	42	49	55	61	67	73
YTD Actual Utilization	0	-	-	-	4	11	19	20	20	20	20		
Rate (\$/transaction)													
Planned Rate	0	5,046	5,046	5,046	5,046	5,046	5,046	5,046	5,046	5,046	5,046	5,046	5,046
Actual Rate	-	-	-	-	40,002	24,259	17,315	22,055	20,956	22,474	24,435		
Projected EOY Utilization													38
Projected EOY Earned (\$Ks)													(\$364)

Metric - # of Recruiting Events

- Plan and coordinate Agency-wide and Center-specific recruiting events

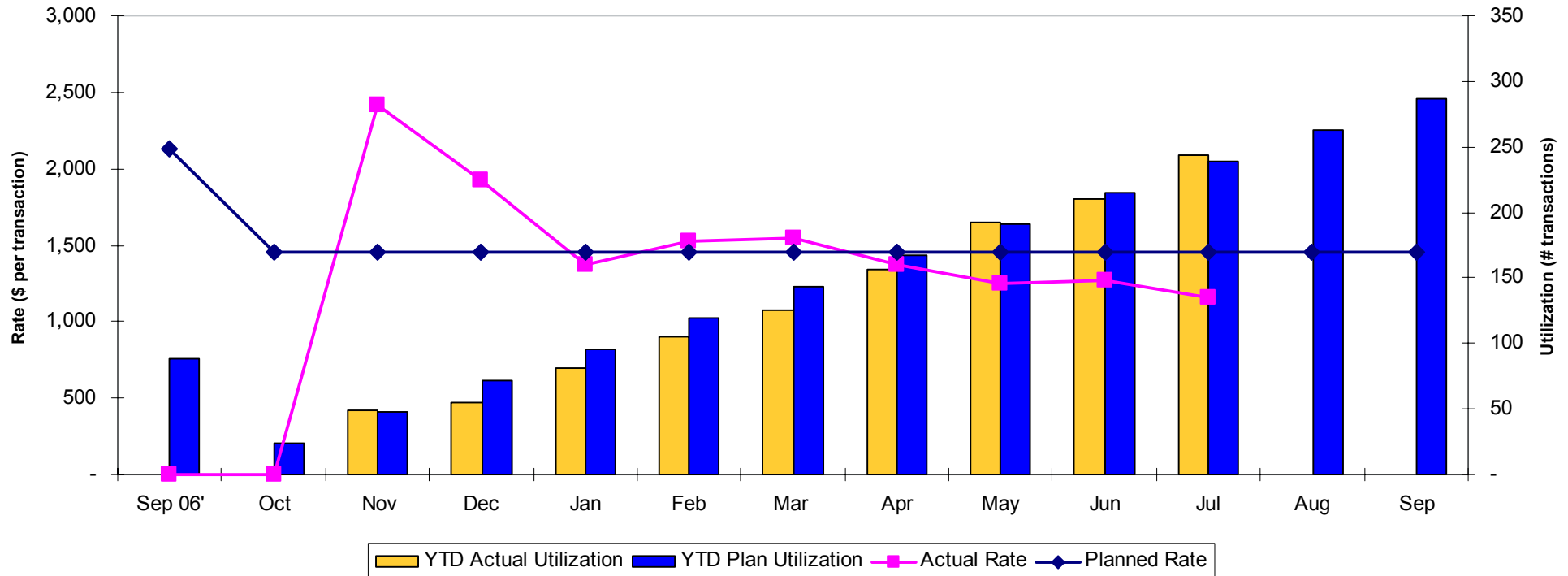


■ YTD Actual Utilization
 ■ YTD Plan Utilization
 —■— Actual Rate
 —◆— Planned Rate

	Sep 06'	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
YTD Planned (\$K)	254	36	71	107	143	179	214	250	286	322	357	393	429
YTD Actual (\$K)	600	-	175	204	382	402	477	564	661	739	793		
Number of Transactions													
YTD Plan Utilization	83	9	17	26	35	43	52	61	69	78	87	95	104
YTD Actual Utilization	37	-	10	11	15	19	23	27	29	30	36		
Rate (\$/transaction)													
Planned Rate	3,079	4,124	4,124	4,124	4,124	4,124	4,124	4,124	4,124	4,124	4,124	4,124	4,124
Actual Rate	16,214	16,859	17,503	18,526	25,487	21,184	20,747	20,879	22,790	24,629	22,033		

Metric - # of SES Appointments/Nominations (excluding NSSC)	Oct "Actual Rate" Averaged between Sep & Nov	Projected EOY Utilization	47
		Projected EOY Earned (\$Ks)	(\$729)

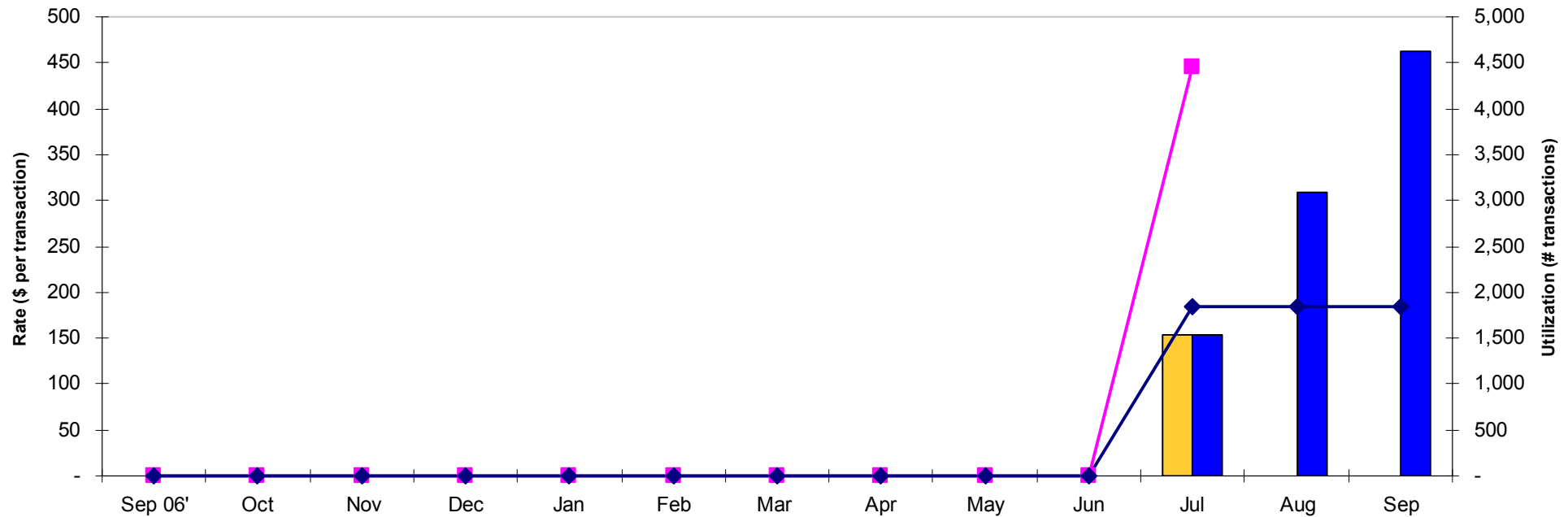
• SES Presidential Rank Award nomination documentation in final submission format



	Sep 06'	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
YTD Planned (\$K)	187	35	70	104	139	174	209	244	278	313	348	383	417
YTD Actual (\$K)	-	-	118	106	111	160	194	216	240	266	281		
Number of Transactions													
YTD Plan Utilization	88	24	48	72	96	120	144	167	191	215	239	263	287
YTD Actual Utilization	-	-	49	55	81	105	126	157	192	210	244		
Rate (\$/transaction)													
Planned Rate	2,126	1,454	1,454	1,454	1,454	1,454	1,454	1,454	1,454	1,454	1,454	1,454	1,454
Actual Rate	-	-	2,415	1,923	1,368	1,523	1,542	1,373	1,250	1,265	1,153		
			</										

Metric - # of PCS Moves (excluding NSSC)

• Counsel and process actions for employees and new hires on entitlements for movement to new duty location



	Sep 06'	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
YTD Planned (\$K)	-	71	142	213	284	355	426	497	568	639	710	781	852
YTD Actual (\$K)	-	-	91	134	198	261	385	454	505	587	688		
Number of Transactions													
YTD Plan Utilization	-	-	-	-	-	-	-	-	-	-	1,543	3,087	4,630
YTD Actual Utilization	-	-	-	-	-	-	-	-	-	-	1,543		
Rate (\$/transaction)													
Planned Rate	-	-	-	-	-	-	-	-	-	-	184	184	184
Actual Rate	-	-	-	-	-	-	-	-	-	-	446		

Metric - # of W-2 Forms

Projected EOY Earned (\$Ks) **(\$7)**

- Support operations of Agency-wide HR and Training systems,
- Development and maintenance of HR & Training Web Site,
- User support, and IT Support for NSSC computer training and classrooms

- **Maintenance and support for core business systems (HR) began transitioning to the NSSC July 06, 2007**
 - SATERN (Agency learning management system), NASA Automated Awards System (Agency automated award system), eOPF, HR Portal, Human Capital Information Environment
- **NSSC rates for FY07 HR system support reflect labor and start up capital investment costs for hardware and software**
- **NSSC FY08+ rates for HR Systems primarily reflect operations and maintenance support for HR systems**
 - Data Base Administrator support
 - System security
 - System administration duties
 - Licensing and maintenance
 - Reimbursable infrastructure support costs
 - Minor hardware and software upgrades
- **NSSC rates do not reflect DME costs for HR systems**

- Modernization and enhancement of critical HR business systems must be funded
 - New features and functions will be needed to meet Agency needs
 - Hardware has a finite life-cycle and must be replaced
 - Modifications will be needed to meet internal and external security requirements
 - Modifications will be needed to adopt to a changing enterprise architecture
- OHCM's budget does not include DME funds for HR systems
- NSSC rates do not include DME funds for HR systems

- Corporate funding of DME for HR Systems
 - No impact on NSSC rates
 - No direct impact on Center budgets
- Center funding of DME for HR Systems
 - Add DME for HR Systems as a line of service to the NSSC chargeback model separate from the O&M line of service
 - The budget for HR Systems modernization and enhancements determined by HR Systems governing body or bodies consisting of Center representatives
 - DME for HR Systems would be W-2 based charges with Center costs pro-rated by population

NSSC HR Services SLA and Performance Review

HR Services SLA Information

Service	Transition Date (Listed in Order of Transition)	Unit of Measure
Support to Personnel Programs	TRANSITION COMPLETED FY2006	# of W-2 Forms
Employee Development and Training	TRANSITION COMPLETED FY2006	# of W-2 Forms
SES Case Documentation	TRANSITION COMPLETED FY2006	# of SES Nomination Packages Released
SES Candidate Development Program (CDP) Mentor Appraisal	TRANSITION COMPLETED FY2007	# CDP Mentor Appraisal Packages Released
PCS & Extended TDY Relocation Assistance	TRANSITION COMPLETED FY2006	# of PCS Moves
Employee Benefits	Scheduled for FY2008	# of W-2 Forms
HR & Training Information Systems	Scheduled for FY2009 (System migration will take place over 2-year period, included on NSSC Transition Schedule)	# of W-2 Forms
Personnel Action Processing (including eOPF Maintenance)	Scheduled for FY2008	# of Personnel Action Processing Transactions

HUMAN RESOURCES SERVICES	
Service	Measure
Agency Honor Awards and Processing	98% of awards/ recognition item/ supplies delivered to Center Awards POC/recipient accurately and on-time as negotiated with the customer. In no case will awards/recognition items/supplies be delivered on or after scheduled dates for awards ceremonies.
Benefits Processing	90% of retirement estimate requests are completed in 10 business days for requests with retirement dates within the same year. For requests with retirement dates over one year to five years, 20 business days. For requests 5 years and out, 45 business days. 95% of routine retirement packages will be submitted to Department of Interior within 10 business days and complex packages within 20 business days from the effective date of the retirement. (This SLI is based on one (1) retirement estimate per employee within a fiscal year. Employees may submit additional requests but will be on a low priority non-interference basis.)
eOPF Maintenance	90% of documents will be filed within 10 business days of submitted change request.
HR & Training Website Development & Maintenance	Non developmental content changes: Urgent (Urgent Priority): 98% of urgent requests completed within 4 business hours. Expedited (High Priority): 98% of expedited requests will be completed within 8 business hours. Normal/Routine (Medium/ Low Priority): 95% of normal/routine requests will be completed within 5 business days.
HUMAN RESOURCES SERVICES CONT.	
Service	Measure
HR & Training Information Systems	99.95% Uptime
Personnel Action Processing	97% of personnel transactions are processed accurately as defined by regulations and references. 97% of personnel transactions that are received at the NSSC by the established deadline are processed by the cutoff date established by Personnel Bulletin 2006-41-Cia.
PCS Relocation Assistance	90% of approved PCS/TCS Travel Authorizations will be received by the traveler within 25 business days from receipt of a complete and accurate Relocation Form from the Center.
Registration/Reimbursement for Off-Site Training	90% of purchasing, registration, and confirmation activities for those external (off-site) training purchases that can be purchased with a credit card shall be completed accurately within 5 business days of receipt of an approved training request.
SES Case Documentation	Of the complete SES selection packages submitted for ECQs, 98% will be completed and sent to OHCM within 30 business days of receipt. Maintain 98% OPM approval rate.
SES CDP Mentor Appraisals	90% of finalized Mentor Appraisals for the SES Candidate Development Program will be forwarded to the Center (for Mentor Signature) within 30 business days after receipt of a completed package.

HR Scorecard – By Month



Activity by Center	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jly	Aug	Sep
Payroll	G	G	G	G	G	G	G	G	G	G		
Domestic Travel		G	G	R	G	G	G	G	G	G		
Foreign Travel		G	R	G	G	G	G	G	G	G		
PCS (6) Travel		G	G	G	G	G	G	G	G	G		
PCS (15) Travel		G	G	G	G	G	G	G	G	G		
PCAS (30) Travel		G	G	G		G	G	G	G	G		
Agency Honor Awards	G	G	G	G	G	G	G	G	G	G		
Off-Site Training	G	G	G	G	G	G	G	G	G	G		
Internal Training										G		
SES Appointments	R	G	G	G	G	G	G	G	G	G		
PCS Relocation Assistance	R	R	R	R	R	R	R	R	R	R		
New Hire In-Processing				R	G	G	G	G	G	Y		
Grants			G	G	G	G	G	G	G	G		
SBIR / STTR			G	G								
Initial Call Resolution	G	G	G	G	G	G	G	G	G	G		
Call Response Rate	G	G	G	G	G	G	G	G	G	G		
Website Availability	G	G	G	G	G	G	G	G	G	G		

Current Operational Baseline

Terry Jackson

System Support by Service

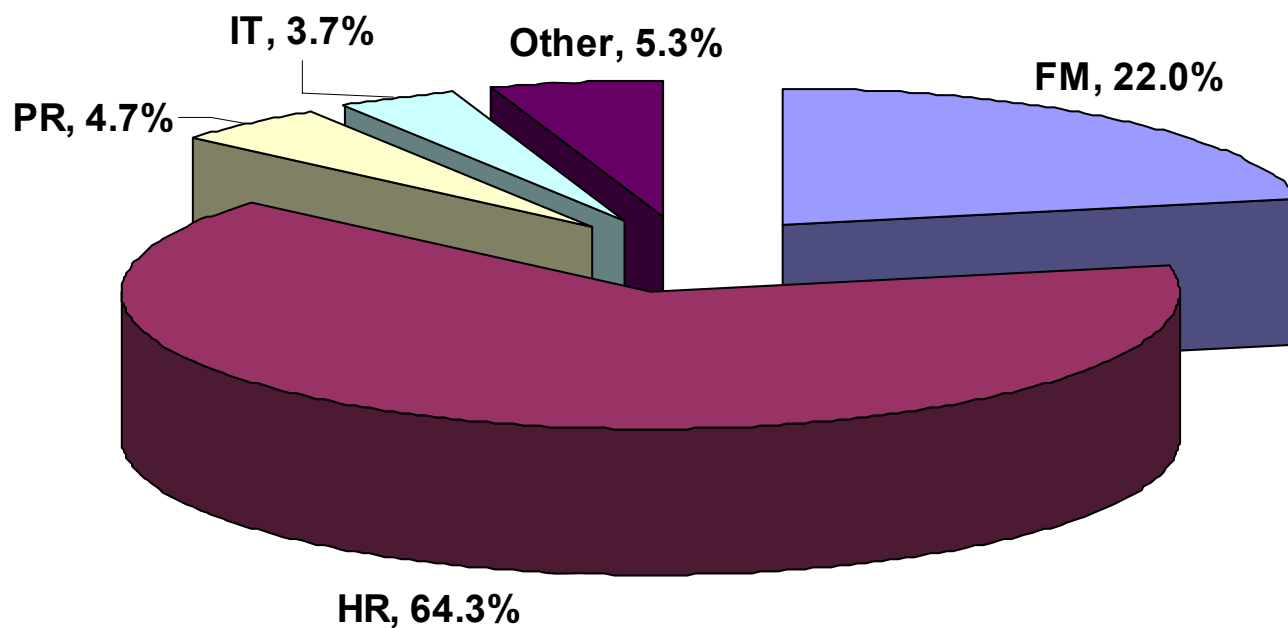


NSSC Service Identifier		Remedy	OutLook	SMTP Service	Oracle	MS SQL Server	TechDocs	Shared Drive	InQusite	Visual Source Safe	Serrana	NSSC Web	SATERN	EPITS	Assistant Pro	NAAS	Inquisite	Position Desc Manager	NEBS	NOPS	NEPS	ECCS	EOP	WTTS	NASA People WebSite	FPPS Updates	CMS (KSC Located)	NSEMS	NASA Stars	OneHR Portal	OrgPlus	PDM Subscription	Workforce in Profile (Cognex)	WIMS (LARC)	HCIE Management	PMMS	SMS	Predictive	Indesign	WEBTADS	ESCS	Brio	One NASA Website	DOI Data Mart
-HR Advisory Services		X	X																																									
-HR: Development of Informational Material		X	X																																									
-HR: Financial Disclosure Processing		X	X	X	X				X	X		X																																
-HR: Health Fairs		X	X									X																																
-HR: Registration/Reimbursement for Individ		X	X			X					X																																	
-HR: SES Appointments		X	X																																									
-HR: Training Services Support		X	X			X			X	X	X	X																																
-HR: Agency Honor Awards		X	X						X	X	X			X																														
-HR: Awards Processing		X	X						X	X	X																																	
-HR: SES Rank Awards		X	X						X	X	X																																	
-HR: Performance Awards		X	X						X	X	X			X																														
-HR: NASA Unique Awards		X	X						X	X	X			X																														
-HR: Generic Center Awards		X	X						X	X	X			X																														
-HR: Career Service Recognition Awards		X	X						X	X	X			X																														
-HR: External Awards Service		X	X						X	X	X			X																														
-HR: Out Of Cycle Awards		X	X						X	X	X			X																														
-HR: Drug Testing Administration		X	X		X					X		X											X																					
-HR: General Employment Inquiries		X	X							X		X																																
-HR: Preparation & Distribution of Employee		X	X							X																																		
-HR: Processing of Classification Appeals		X	X							X					X																													
-HR:Admin of Online Training and Training D		X	X			X				X	X			X																														
-HR: Satern Systems Administration		X	X							X	X																																	
-HR:Training Services Support		X	X			X				X	X																																	
-HR:HR Training and Information Systems		X	X							X							X	X	X	X	X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
-HR: Special HR Studies		X	X							X			X																															
-E:HR-opf		X	X			X				X																																		

Percentage of Cases by Service Category NSSC Contact Center

	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Total	Percentage
FM	256	337	313	866	835	843	1007	485	945	1439	1694	880	782	742	848	934	1006	1073	15285	22.0%
HR	27	111	430	432	459	200	249	2887	3194	2996	4787	4801	5278	4031	3944	3535	2995	4267	44623	64.3%
PR	7	12	74	108	174	192	162	165	156	150	243	200	206	256	259	281	242	387	3274	4.7%
IT	42	56	72	92	81	134	100	72	61	52	436	377	252	356	93	97	118	113	2604	3.7%
Other	62	78	184	234	143	218	237	186	280	185	228	200	220	214	227	228	247	286	3657	5.3%
Total Cases/C	394	594	1073	1732	1692	1587	1755	3795	4636	4822	7388	6458	6738	5599	5371	5075	4608	6126	69443	100.0%

**Percentage of Cases by Service Category
NSSC Contact Center
March 2006 - August 2007**

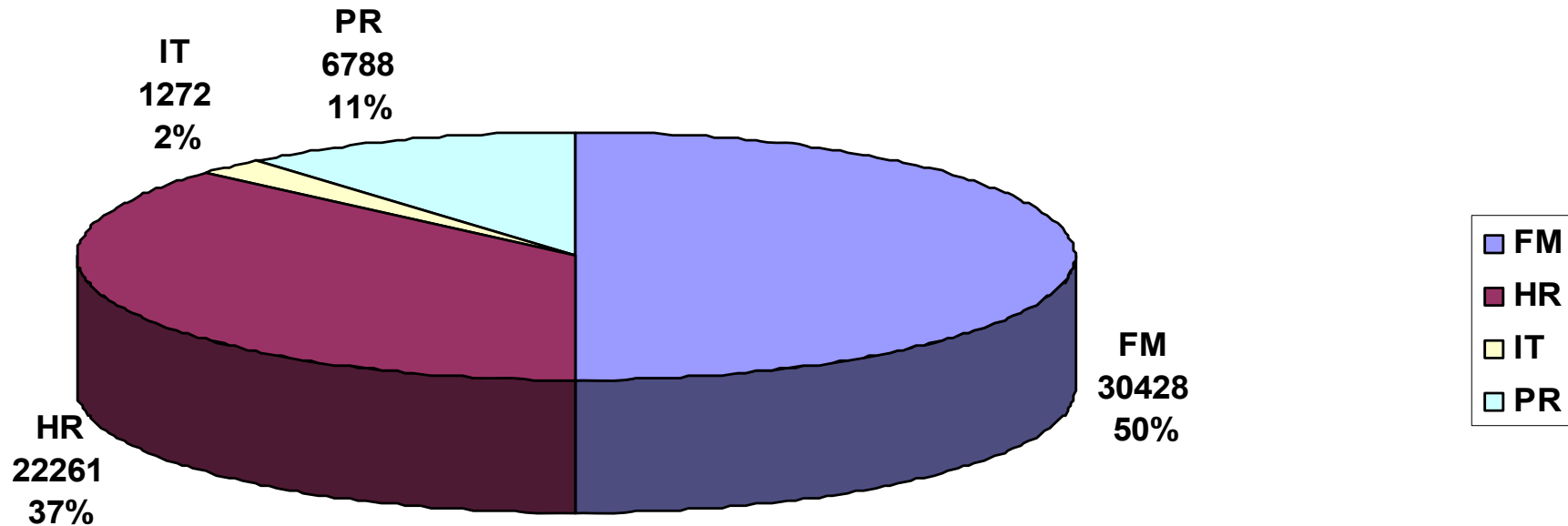


Customer Contact Center Stats



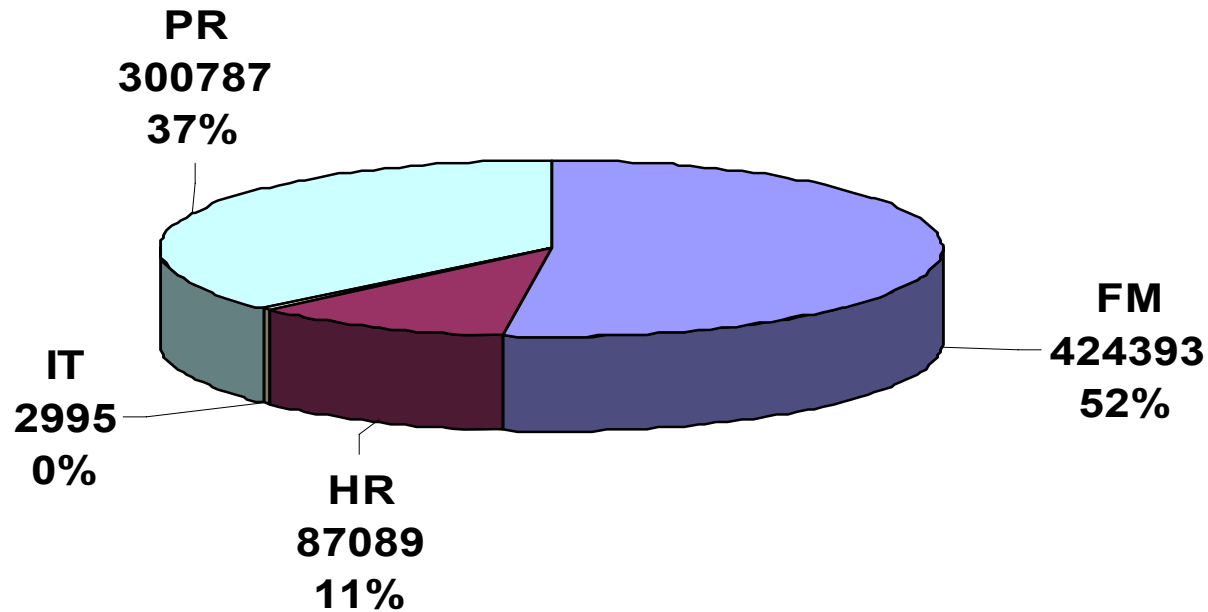
	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Total
1ST DUTY												1							1
1ST DUTY WITH FLEX ACT																			0
AMENDMENTS																			0
AWARD PROCESSING				1	18	38	31	17	19	12	12	13	14	15	18	34	23	21	286
CLASSIFICATION APPEALS																1			1
DEV OF INFO MATERIALS					1	2							1						4
DRUG TESTING			4	2	2	3		3	5	2	1	1	10	7	10	20	18	44	132
EMPLOYEE NOTICES					1		3	4	6	4	6	2	1	1	5	5	10	1	49
EOPF MAINTENANCE																		1	1
FINANCIAL DISCLOSURE						2	2	3		7	481	576	431	428	147	62	32	28	2199
GENERAL EMPLOYMENT INQUIRIES			409	400	421	98	95	75	98	84	110	79	89	80	84	81	125	154	2482
HEALTH AND SAFETY FAIRS		1						1	9			1		1		3		4	20
HRIS WEBSITE																1	22	13	36
INFORMATION ASSISTANCE								1	2		4	6	4	3	5	2	3	13	43
INQUIRY	27	110	13	24	13	22	35	26	83	96	35	13	18	7	12	17	14	21	586
MISCELLANEOUS														2	2	4	3	1	12
NAAS																2	50	37	89
NEW HIRE IN-PROCESSING											7	57	44	54	52	49	60	54	377
PCS								16	20	32	27	38	42	27	40	52	61	103	458
RECRUITMENT EVENT LOGISTICS											2	3	4	2	4	12	14	5	46
SATERN SYSTEM ADMIN							2	2576	2808	2652	3923	3924	4473	3222	3407	3028	2330	3483	35828
SES-LAST MOVE HOME													1				1		2
SES CASE DOC				1	1													1	3
SES CDP																		4	4
SKILLSOFT																1	24	17	42
SPECIAL HR STUDIES			2	4	1		2	43	1		1		4			8	20		86
SURVIVOR BENEFITS														1			1	1	3
TCS								1	1				2	1			1	3	9
TRAINING PURCHASES						34	78	118	138	108	209	96	140	182	159	155	181	256	1854
VENDOR																			0
WICN																			0
Total	27	111	428	432	458	199	248	2884	3190	2997	4818	4810	5278	4033	3945	3537	2993	4265	44653

FYTD by Document Count



Functional Area	Document Totals
FM	30428
HR	22261
IT	1272
PR	6788

FYTD by Page Count

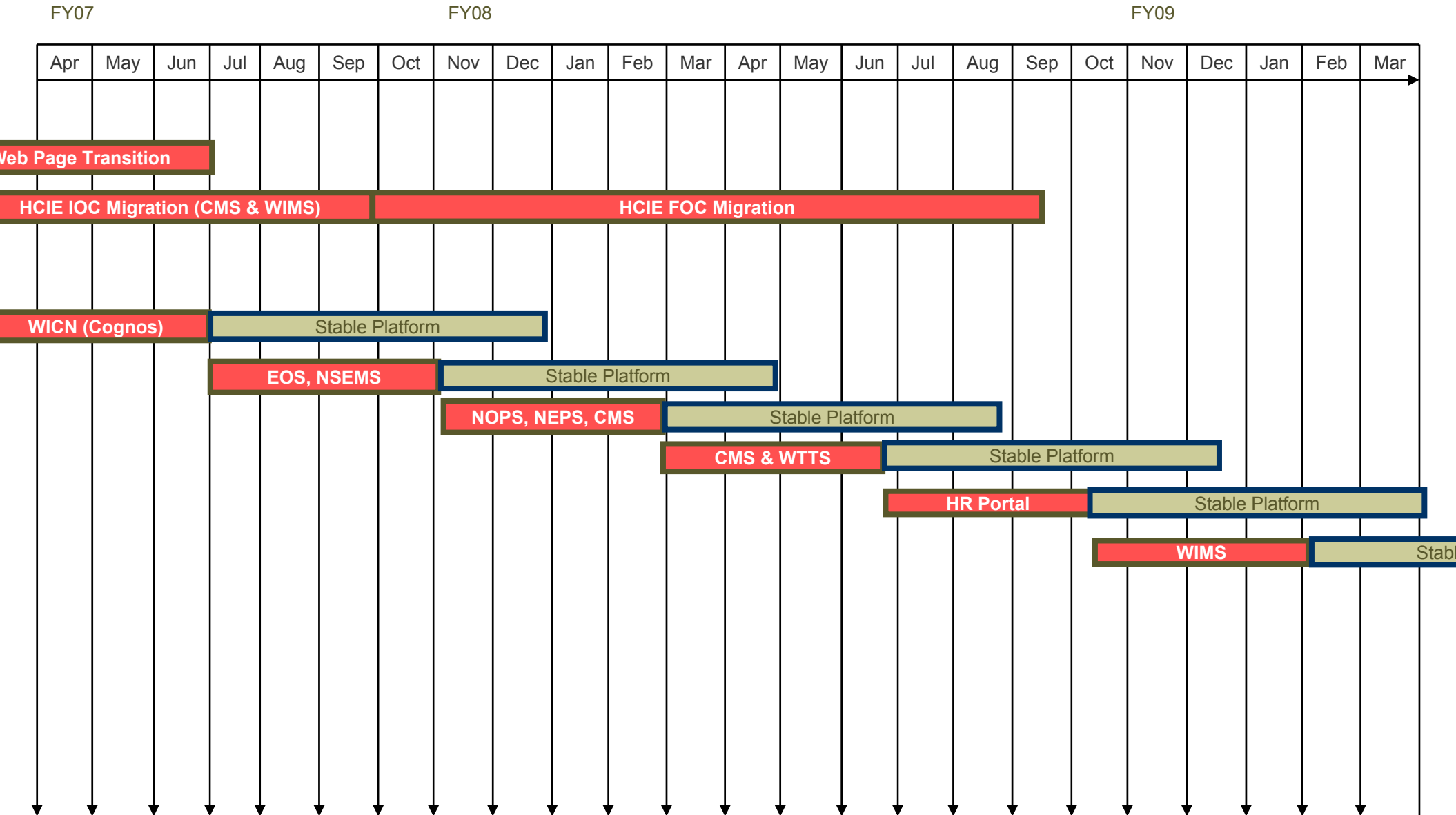


Functional Area	Document Totals
FM	424393
HR	87089
IT	2995
PR	300787

- R** 1. Accounts Payable
- R** 2. Accounts Receivable
- R** 3. Fund Balance with Treasury (Financial Management System 224)
- Y** 4. **Human Resources Information Systems Transition**
- G** 5. Activity Based Management System
- R** 6. **Human Capital Information Environment Release 1 – Reports Development**
- Y** 7. New NSSC Building (1111) Activation and Move in
- Y** 8. **Ethics Program Tracking System (EPTS) web enabled application**
- G** 9. MoveLinq Application – Support for Permanent Change of Station
- Y** 10. **Human Resources – Electronic Official Personnel Folder (e-OPF)**

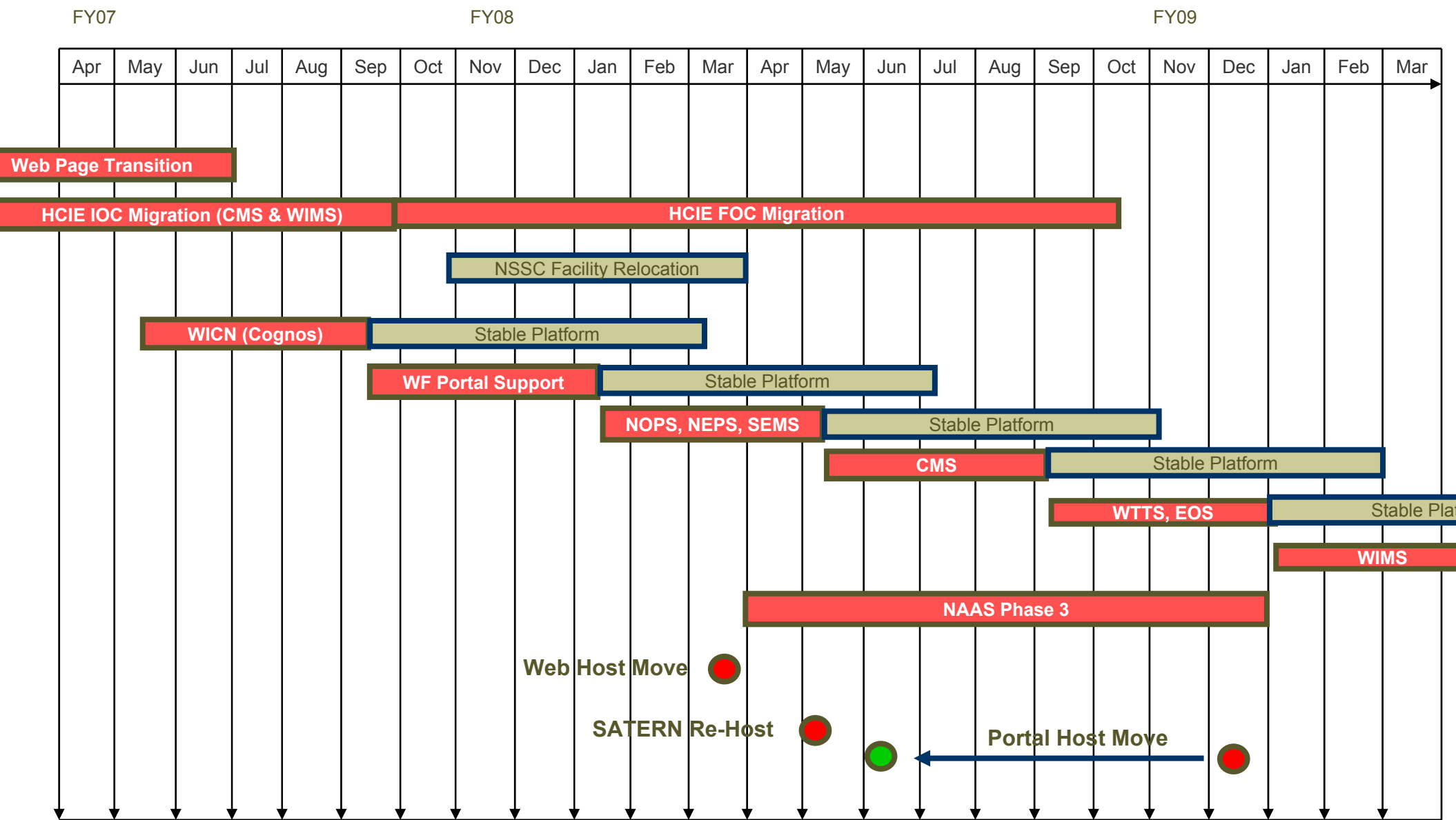
HRIS Migration Schedule

Mike McCann



Proposed HRIS Transition Schedule

(To Meet JSC Request for Reschedule)



Actual Date Changes



Existing Schedule

<u>Phase/Description</u>	<u>Go Live</u>	
• Phase I, Part I – WICN Updates	09/07/07	
• Phase I, Part II – WICN Database & Web Server	10/01/07	
• Phase II – EOS, SEMS	11/16/07	
• Phase III – NOPS, NEPS, CMS DB/Web Sever	03/14/08	
• Phase IV – CMS Application, WTTS	07/11/08	
• Phase V – HR Portal	11/07/08	Coincide with HCIE FOC
• Phase VI - WIMS	03/06/09	Await Re-Write Project

Proposed Change

<u>Phase/Description</u>	<u>Go Live</u>	
• Phase I – WICN Updates	09/07/07	
• Phase II – HR Portal	01/08	
• Phase III – NOPS, NEPS, SEMS	05/08	
• Phase IV – CMS	09/08	
• Phase V - WTTS, EOS	01/09	
• Phase VI - WIMS	05/09	Await Re-Write Project

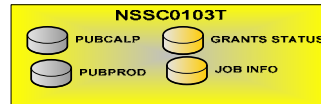
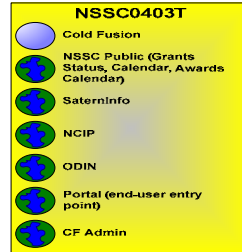
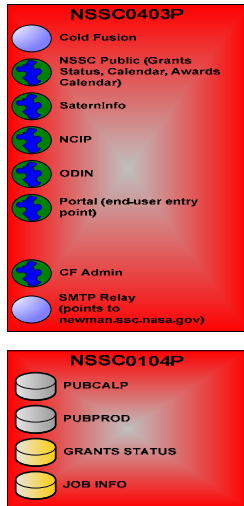
NSSC IT Infrastructure Overview

Charles Kilgore

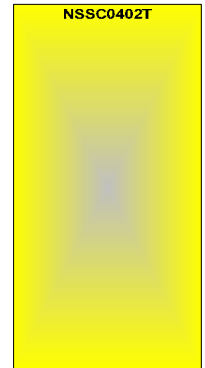
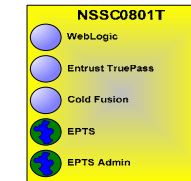
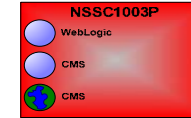
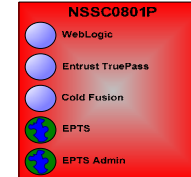
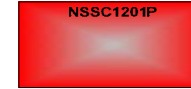
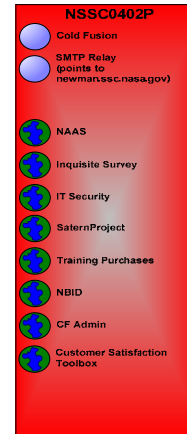
NSSC IT Operations

- **7 x 24 systems monitoring via NetIQ; 5 x 12 Customer Contact Center support; 5 x 10 systems administrator support**
- **Daily data backups w/offsite storage**
- **DR/COOP capability w/SunGard**
 - **Two successful tests**
- **Rigorous and responsive configuration management process**
 - **Change requests (CRs) formally managed w/Remedy**
 - **Change control board – chaired by NASA**
- **Intrusion prevention/intrusion detection security system**
- **Certification and Accreditation w/full Authority to Operate**
 - **March 2007**
- **Overall systems availability >99.99% to-date**

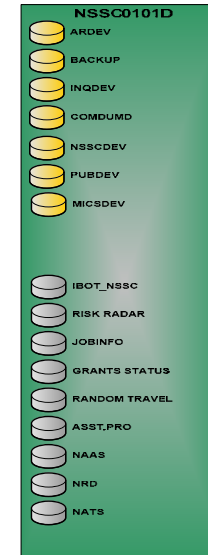
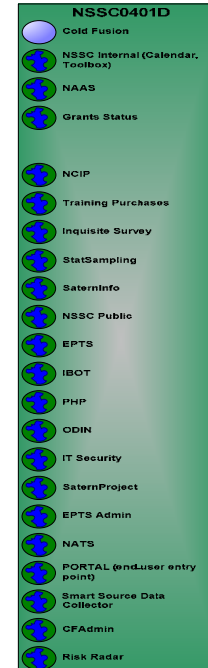
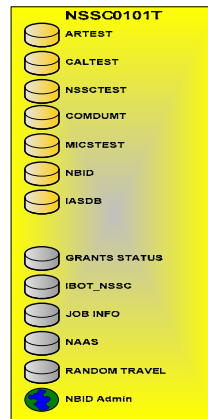
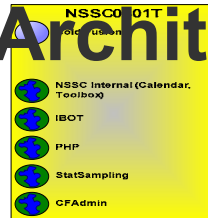
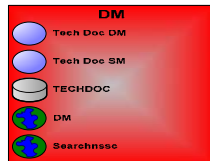
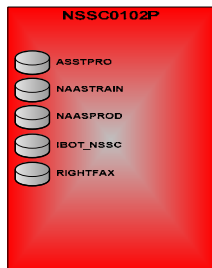
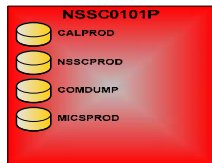
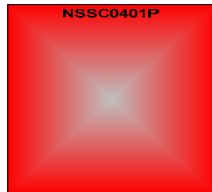
Public/DMZ



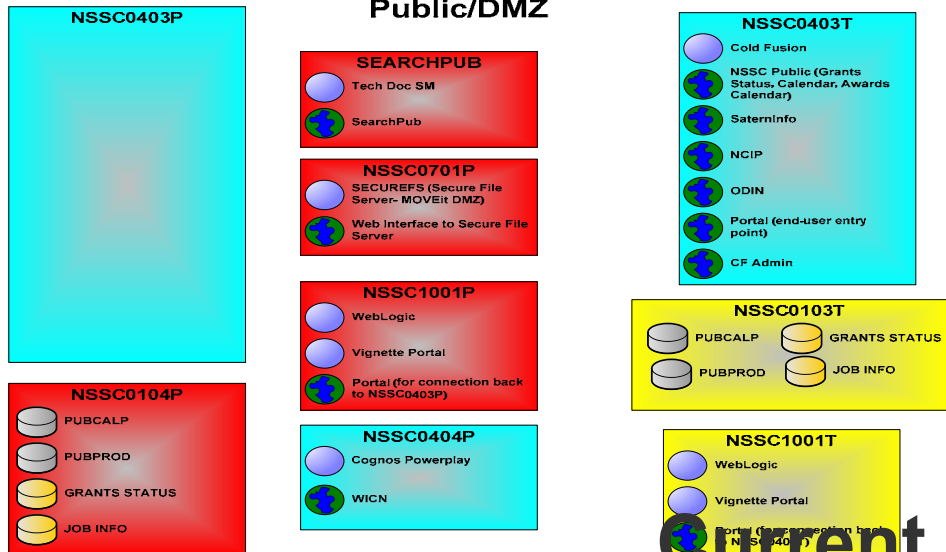
NASA/DMZ



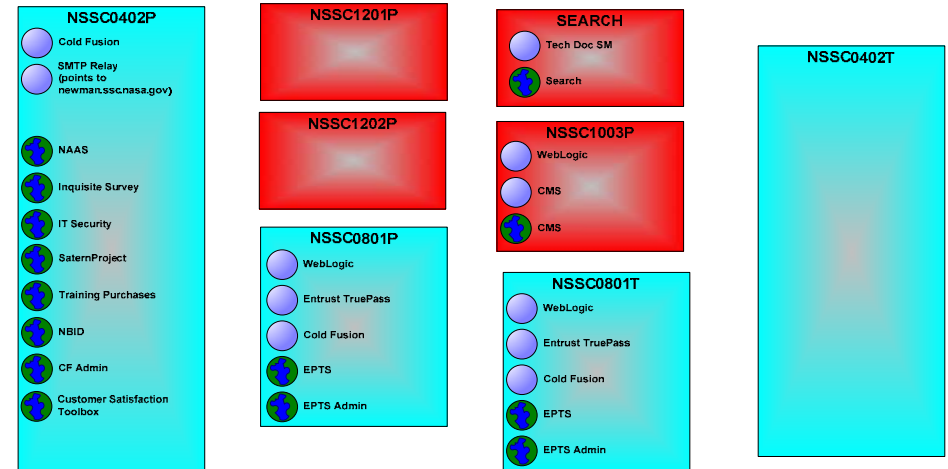
Current NSSC Architecture



Public/DMZ

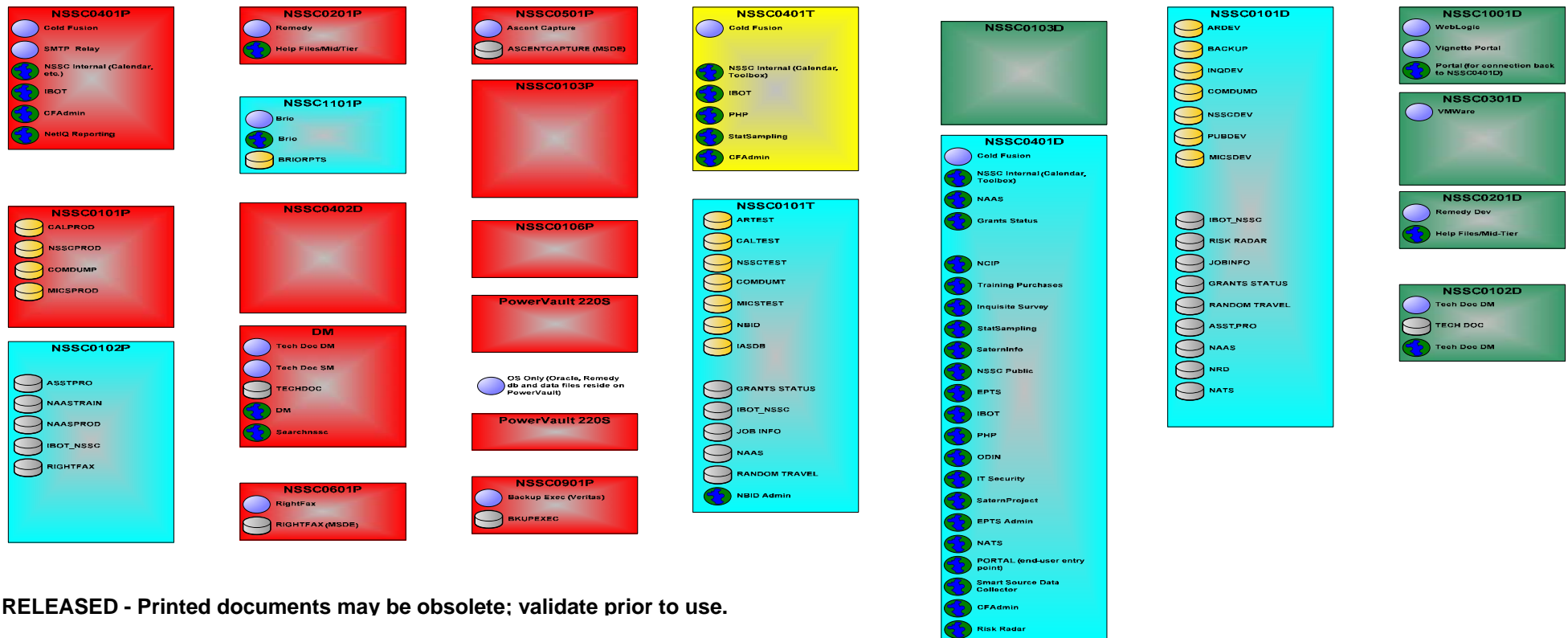


NASA/DMZ

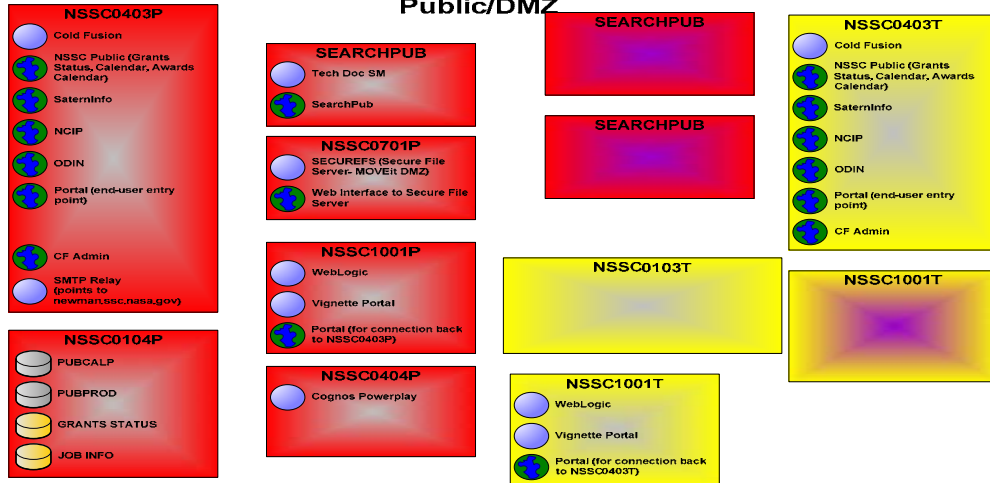


Current HR Footprint

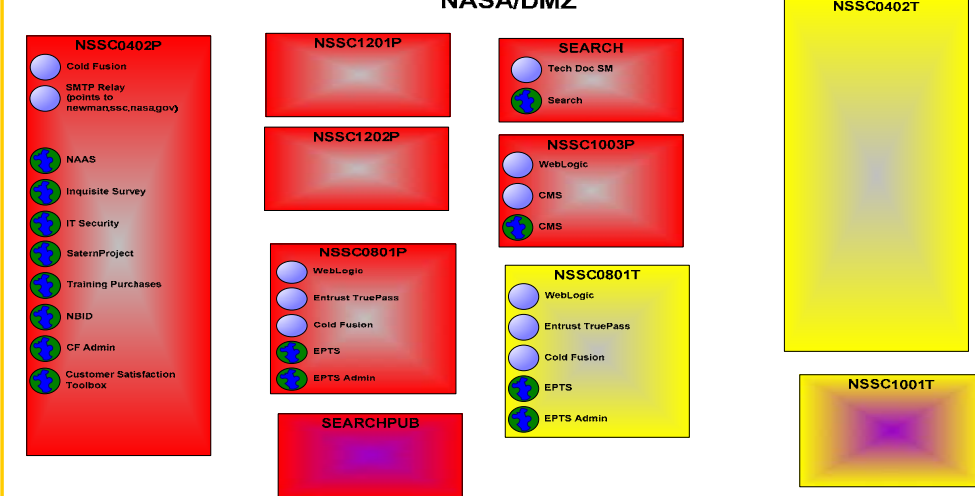
Private/Internal



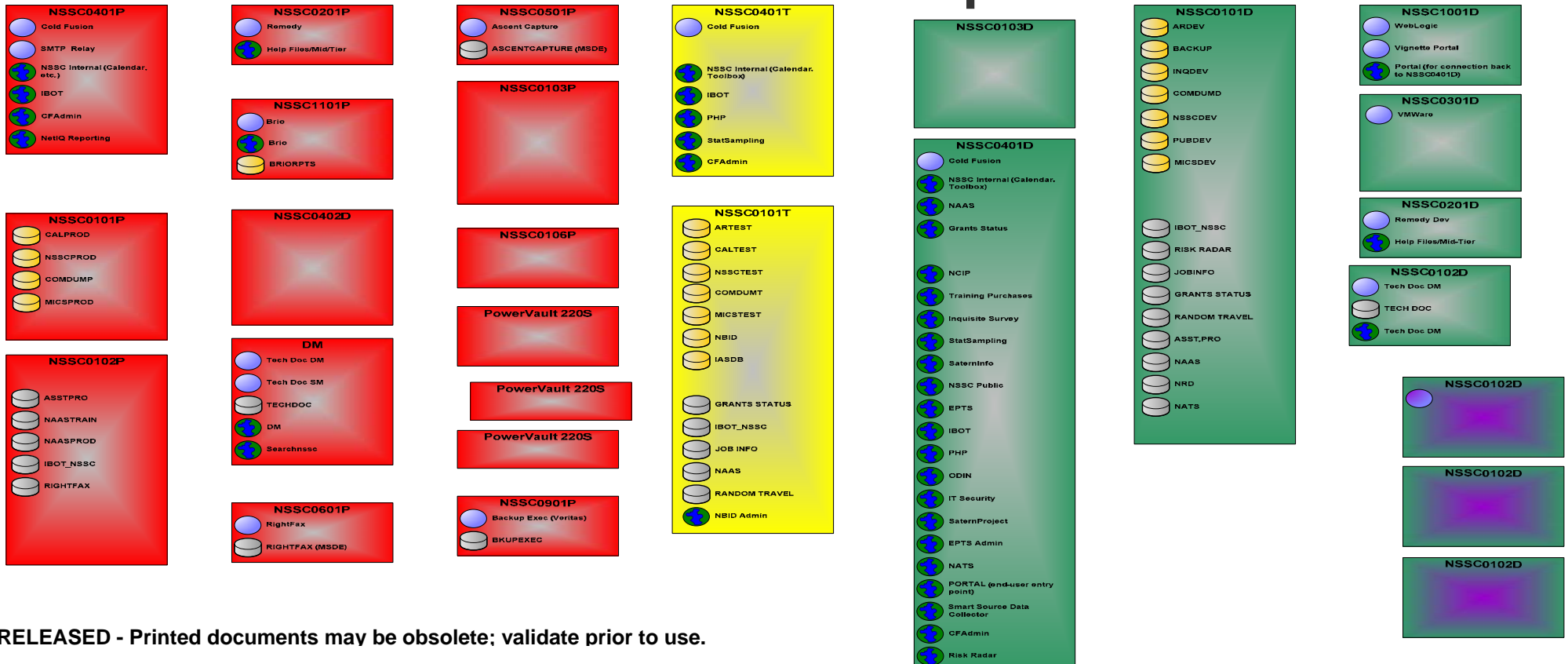
Public/DMZ



NASA/DMZ



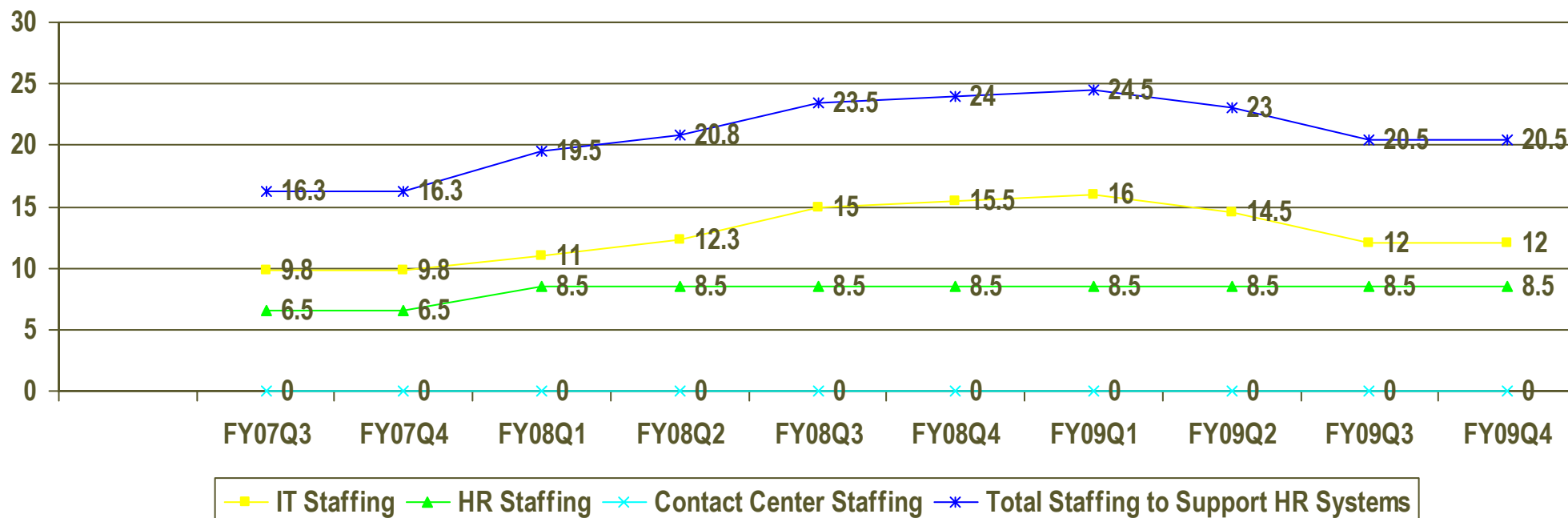
Future HR Footprint



HRIS Staffing

Terry Jackson

Staffing Profile



		FY07Q3	FY07Q4	FY08Q1	FY08Q2	FY08Q3	FY08Q4	FY09Q1	FY09Q2	FY09Q3	FY09Q4
IT Support		9.8	9.8	11.0	12.3	15.0	15.5	16.0	14.5	12.0	12.0
HRIS Support		6.5	6.5	8.5	8.5	8.5	8.5	8.5	8.5	8.5	8.5
Contact Center Support		0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total		16.3	16.3	19.5	20.8	23.5	24.0	24.5	23.0	20.5	20.5

		FY07Q3	FY07Q4	FY08Q1	FY08Q2	FY08Q3	FY08Q4	FY09Q1	FY09Q2	FY09Q3	FY09Q4
Functional Support		6.5	6.5	8.5	8.5	8.5	8.5	8.5	8.5	8.5	8.5
O&M		5.3	5.3	6.0	7.3	8.0	8.5	13.5	12.0	9.5	9.5
Continuous Improvements		0.0	0.0	0.5	0.5	2.5	2.5	2.5	2.5	2.5	2.5
DME		4.5	4.5	4.5	4.5	4.5	4.5	0.0	0.0	0.0	0.0
Total		16.3	16.3	19.5	20.8	23.5	24.0	24.5	23.0	20.5	20.5

Discovery to Date

Jim Seal

- Project team member meet and greet
- Get project overview and history
- Exchange initial functional and technical information
- Discuss existing project artifacts
- Discuss timelines and responsibilities
- Discuss current and projected workload and staffing
- Understand external dependencies
- Understand current change management process
- Understand customer expectations

- System/Application Discovery Checklist
 - Existing Documentation
 - External Dependencies
 - Technical Infrastructure/Tools
 - Compliance Test Information
- IT Application Acceptance Procedure
 - Responsibilities
 - Standard Procedures
- Acceptance Checklist
 - Based on the Discovery Checklist
 - Responsible POCs
 - Configuration Managed Document IDs
 - Physical System Location/Configuration
 - Required Signature

- NASAPeople Website Maintenance
 - Go Live July 2007
 - Production remains hosted at JSC due to lack of accurate web traffic data
 - Additional application artifacts being tracked down by NSSC employee at JSC
 - Some ICD documentation received from MSFC
- WICN
 - Data feed from MSFC established
 - WICN “Generic View” Mirror Established
 - Generic View 508 Compliance Report Completed
 - HQ SFTP Accounts Established
 - 3 Pay Cycles Processed Concurrently with HQ
 - Go Live September 2007

DOCUMENTS	SATERN	NAAS	WICN	PORTAL	NOPS	NEPS	NSEMS	WTTS	NEOS	CMS	WIMS
*System Discovery Checklist			C		I	I	I	I	I	I	
*System Requirements Specification (SRS)	X	X	X	X							
*System Design Document (SDD)	X	X	X	X							
*System Test Plan (STP)	X	X	n/a	X							
*Data Definition Document	X	X	X	X	X	X	X	X	X		
*Database Schema	X	X	X	X	X	X	X	X	X		
*Version Description Documents	X	X	n/a	X	X	X	X	X	X		
*Architectural Diagrams	X	X	X	X							

Key: C = Complete I = Initiated

X= Transferred to NSSC

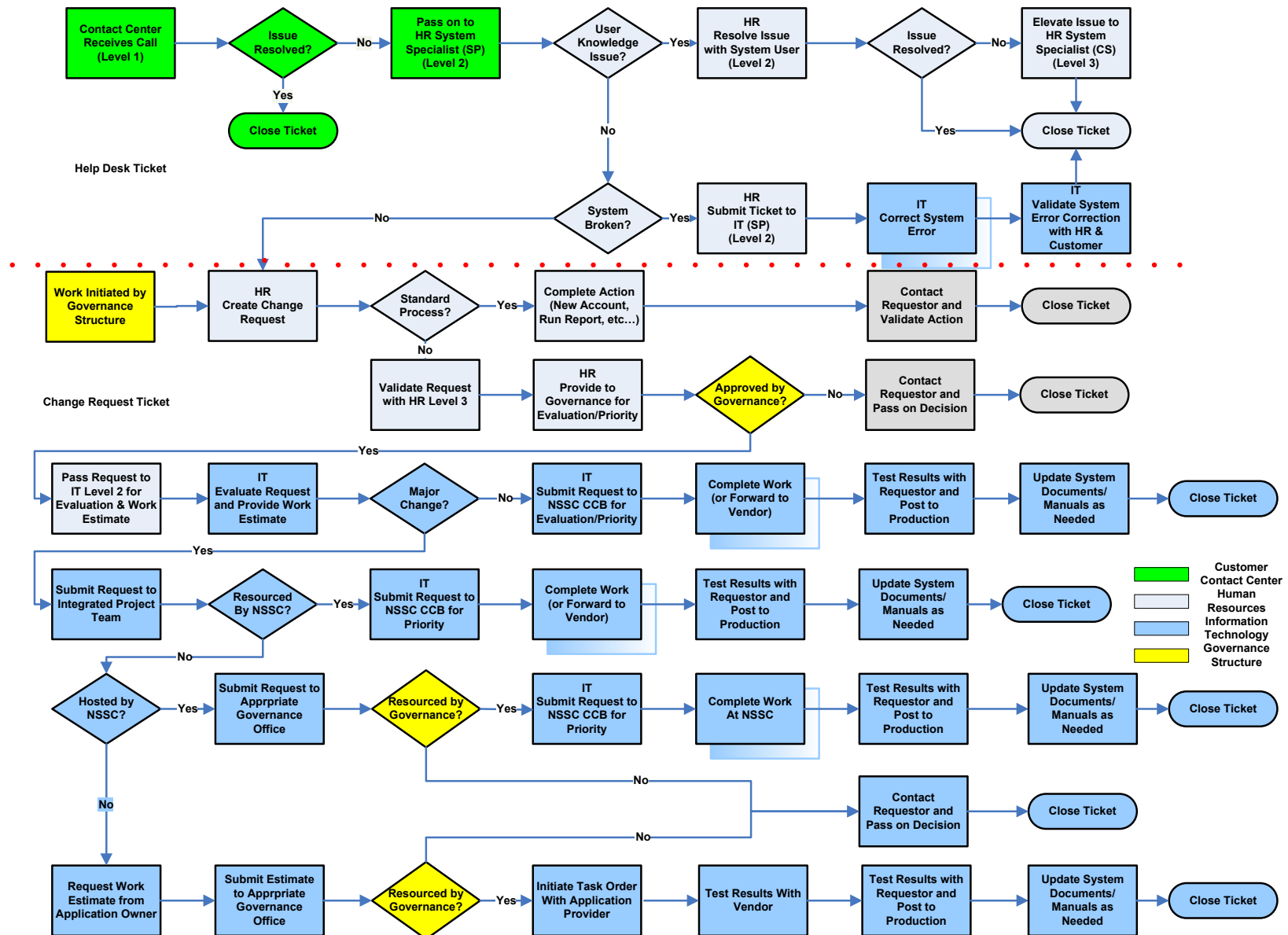
DOCUMENTS	SATERN	NAAS	WICN	PORTAL	NOPS	NEPS	NSEMS	WTTTS	NEOS	CMS	WIMS
Interface Definition Agreement	X	X		X							
Project Plan											
Programmers Guide											
CM Plan/Process	X	X									
User Guide	X	X									
Online Help											
Desktop Guide	X	X									
Quick Reference Guide	X	X									
Content Owners List	X	X									
FAQs	X	X									
Process Flows			X								
Employee Briefings	X	X									
Administrator's Guide											
Development Calendar											
Community Calendar		X									
Training Materials	X	X	X								
Usability Test/Review Report											

- Face to Face Discovery Meetings are very beneficial
- Proposed technical solutions should be fully tested early in the project
- All required approvals/signatures should be fully communicated early in the project
- Any system deficiencies should be conveyed during initial discovery
- All external project dependencies should be communicated during initial discovery
- Agreements for cooperation should be put in place prior to project kickoff
- Project Priorities should be coordinated between affected centers
- Procurement or Transfer of IT resources should be addressed early in the project
- When feasible, complete system transfer should be done
- System freeze must be implemented at a logical time during the project

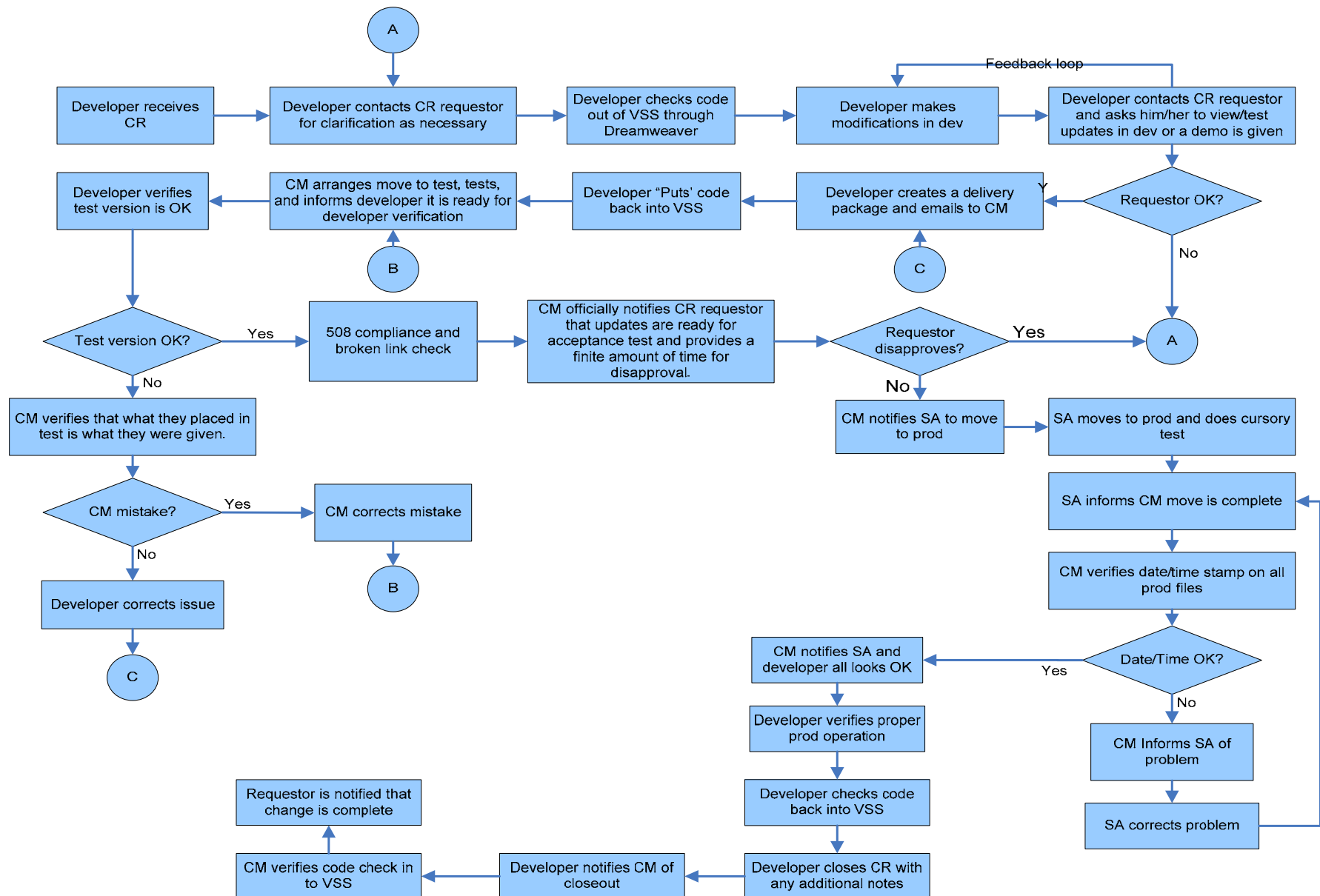
Change Request Process

Rachel Raines

Change Request Process



IT Configuration Management Process



Remedy User - [Change Requests (Search)]

File Edit View Tools Actions Window Help

Search Change Requests Search Advanced

Remedy Remedy IT Service Management for the Enterprise

Change Request Information

Summary* Status*

Description* Closure Code

Document Imaging Link Pending

Category* Change ID+ Approval Status

Type* Priority* Sequence

Item* Scanning Status

Rework

Business Justification

General | Assessment | Activity | SLAs | Appro

Requester Information

Login*+

Name*+ Profile Region Individual+

VIP Site Modified by

Phone+ Department Modified

Requested Date+ Office Created

Submitted By

Scope* Group+

NAAS
WICN
WS - ASTRONAUT SELECTION
WS - NASA EMPLOYEE BENEFITS ASSOCIATION (NEBA)
WS - NASA EMPLOYEE ORIENTATION
WS - NASA JOBS / STUDENT OPPORTUNITIES
WS - NASA PEOPLE
WS - NASA RETIREES
WS - NASA SUPPLEMENTAL CLASSIFICATION SYSTEM (NSCS)

COMPLAINT
CONNECTIVITY
DATABASE ERROR
DELETE PAGE
DESKTOP CONFIGURATION
EMAIL ISSUE
GENERAL INQUIRY/QUESTION
IN-BOX
NAVIGATION PROBLEMS
NEW PAGES
NEW REPORT REQUEST
OTHER
REPORT ERRORS
RUN REPORT REQUEST
UPDATE CONTENT
UPDATE DATA RECORD
UPDATE FUNCTIONALITY
UPDATE LINK
USEABILITY RECOMMENDATION
WEBSITE NOT RESPONDING

Search Print Change Request Reports Bulletin Board Reminders Close

start | Inbox - M... | NSSC Int... | Microsoft...

1p | 2:08 PM

Consolidated HRIS Remedy Solution

HRIS Tab



Remedy User - [Change Requests (Search)]

File Edit View Tools Actions Window Help

Search Change Requests Search Advanced

Remedy Remedy IT Service Management for the Enterprise

Change Request Information

Summary* ...

Description* ...

Document Imaging Link ...

Category* ... *Change ID+*

Type* ...

Item* ...

Rework ...

Business Justification ...

Priority* ...

Urgency ...

Change Type ...

WIP Status ...

Status* ...

Closure Code ...

Pending ...

Approval Status ...

Sequence ...

Scanning Status ...

General | Assessment | Activity | SLAs | Approvals | **HRIS** | HRIS Status

Break/Fix ☐ Yes ☐ No

HRIS Post to Test Date ...

HRIS Verification Start Date ...

HRIS Verification End Date ...

HRIS Customer Accepted Date ...

Verified By:

IT - UID ...

IT - Name ...

HR - UID ...

HR - Name ...

HRIS Post to Prod Date ...

Search Print Change Request Reports Bulletin Board Reminders Close

Help

N5000036 nssc0201p

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Consolidated HRIS Remedy Solution

HRIS Status Tab



Remedy User - [Change Requests (Search)]

File Edit View Tools Actions Window Help

Search Change Requests Search Advanced

Remedy Remedy IT Service Management for the Enterprise

Change Request Information

Summary* **Status***

Description* **Closure Code**

Document Imaging Link **Pending**

Category* **Change ID#** **Approval Status**

Type* **Priority*** **Sequence**

Item* **Urgency** **Scanning Status**

Rework **Change Type**

Business Justification **WIP Status**

General | Assessment | Activity | SLAs | Approvals | HRIS | **HRIS Status**

Current Status **Current Status Date** **Assigned To:**

Sys Ref #	Date Submitted	Status	Status Date
1st Governance Review	<input type="text"/>	<input type="text"/>	<input type="text"/>
NSSC Work Estimate	<input type="text"/>	<input type="text"/>	<input type="text"/>
2nd Governance Review (If Required)	<input type="text"/>	<input type="text"/>	<input type="text"/>
CCB Review	<input type="text"/>	<input type="text"/>	<input type="text"/>
Vendor Action (If Required)	<input type="text"/>	<input type="text"/>	<input type="text"/>
IT Action (If Required)	<input type="text"/>	<input type="text"/>	<input type="text"/>

Search Print Change Request Reports Bulletin Board Reminders Close [Help](#)

N5000036 nssc0201p

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HRIS Reports/Access

Mike McCann

- Reports Generated From Remedy Content
 - Intent is to Minimize Manual Creation of Reports
- Reports Are Generic Format to Support All HRIS Systems
- Current Report Formats:
 - Web Trends Report
 - HRIS Status Summary Report
 - » Includes Status Information on All Open HRIS Change Requests
 - » Same Report Can Be Run For All Open Help Desk Tickets
 - HRIS Status Detail Report
 - » Includes a Single Page For Each Open Change Request
 - » Contains Additional Details For Governance Review
- Report Frequency Requirements/Direct Access

Open HRIS Change Requests

Mike McCann

Change Request by Status	NAAS	SATERN	HR Web	WICN	Totals
Pending Deployment to Production	0	1	0	0	1
Pending Plan Development	0	3	0	0	3
Pending Resources - Manpower	3	5	0	0	8
Pending Work Estimate	0	1	0	0	1
Scheduled	0	4	0	0	4
Testing in Progress	2	0	0	0	2
Work in Progress - NSSC	2	5	0	0	7
Hold for Future	5	2	0	0	7
Hold for Other CR	0	3	0	0	3
Pending Additional Information	0	1	1	0	2
Pending Governance Approval	1	15	0	0	16
Work in Progress - External	0	10	0	0	10
Totals	13	50	1	0	64

Change Request by Type	NAAS	SATERN	HR Web	WICN	Totals
Database Error	1	1	0	0	2
E-Mail Issue	1	0	0	0	1
Future Enhancement	11	27	0	0	38
Brio Report	0	3	0	0	3
Custom Report	0	10	0	0	10
Update Content	0	0	1	0	1
New Account	0	5	0	0	5
Other	0	4	0	0	4
Totals	13	50	1	0	64

Change Request by Age	NAAS	SATERN	HR Web	WICN	Totals
Less than 1 Week	0	5	1	0	6
1-2 Weeks	1	5	0	0	6
2-3 Weeks	0	3	0	0	3
3-4 Weeks	1	2	0	0	3
Opened in Aug	5	11	0	0	16
Opened in Jul	5	5	0	0	10
Opened in Jun	1	8	0	0	9
Open prior to Jun	0	11	0	0	11
Totals	13	50	1	0	64

SATERN Specific Discussion

Kevin Herrington

Database Cleanup Review

CR Management Review

SATERN Going Forward

SATERN Data Base Cleanup Review

1. Loading UUPICs for SATERN Contractors continues

- » NSSC has distributed all remaining accounts missing UUPICs to the centers
- » Received and successfully loaded from 3 centers thus far (ARC, GRC, DFRC)
- » Approximately 3,000 accounts remaining
- » Expect completion of this task by end of October

2. Users having duplicate SATERN accounts

- » NSSC has corrected all accounts existing with duplicate UUPICs.
- » The process of loading the remaining missing UUPICs should identify all remaining duplicate accounts as GP scripts do not allow duplicate UUPICs to be loaded.

3. Inactivation of Unused SATERN Accounts.

- » Approximately 12,000 SATERN accounts have been inactivated

4. Load learner history from private history table into SATERN

- » Action to be re-visited and decided upon after UUPIC load is complete.

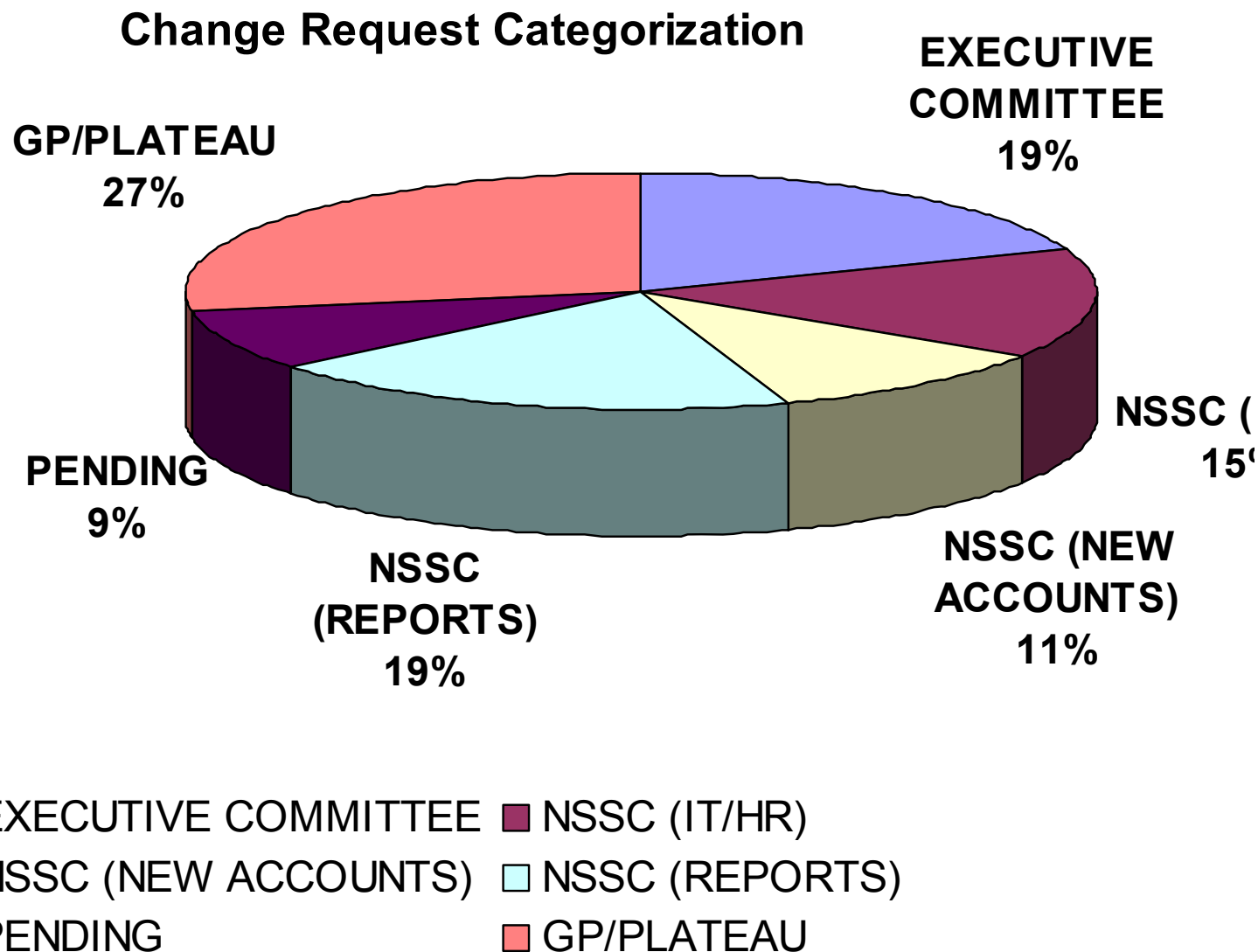
SATERN CR Management

Breaking Out the Current Status of NSSC Change Requests

- The current status of most NSSC Change Requests can be thought of as falling into one of six different areas
 - **NSSC IT/HR Activities** - Items in which the IT group and the HR technical group are actively working or in which some activity toward the resolution has begun
 - **NSSC Reports Generation** - Items representing requests for custom reports that are currently being developed
 - **NSSC New Account Requests** - Contractor requests for new accounts submitted through SATERN and received by the NSSC Technical team for processing
 - **Vendor Activities by General Physics and Plateau** - Items that are being worked by the vendors to include quotes, customizations, investigations, scheduled implementations etc.
 - **Pending or Future Activities** - Items that have been approved by the executive committee but have not been started due to scheduling issues or assignment of resources or if additional planning is required
 - **Executive Committee** - Items that have not been discussed at all or those that have been discussed but may be still under consideration while additional information is being gathered

SATERN CR Management

A recent investigation of all SATERN Change Request tickets identified the current status of each ticket as falling into one of six types of designations.



SATERN GOING FORWARD

- **Roll out of IDP and CMS**
- **IDP enhancements and continued development of competency assignments**
- **SATERN Phase III Close Out**
- **SATERN synchronization with Identity Management System (IDMS)**
- **Training history integration into SATERN (MSFC, NSTC, ESMD ICE, White Sands)**
- **Identify opportunities to consolidate other training record systems and certification systems into SATERN (TCRS)**
- **Upgrade SATERN from version 5.5 to Version 5.8, 6.0, Pluto or Longhorn**
- **Conversion of SATERN User Account Ids to the Agency User ID**
- **Develop Web Portal integration/reporting capability**
- **Possible Re-Host of SATERN at the NSSC Data Center**

SATERN Rehosting to NSSC

Task	Owner	Target Date
Justification For Selecting NASA Hosting		
Develop technical assessment & Goal and Objectives for business case.	NASA	21-Sep-07
Evaluate NASA's technical ability to support hosting and obtain approval from NASA CIO to move forward with business case.	NASA	5-Oct-07
Develop draft business case for NASA hosting.	NASA	19-Oct-07
Make prelim go / no go decision to move forward with NASA hosting.	NASA	26-Oct-07
Include vendor hosting cost in business case. This information comes from the vendor proposals.	NASA	11-Dec-07
Finalize business case and makes decision to pursue NASA hosting	NASA	18-Dec-07
Obtain approval from NASA CIO for business case.	NASA	21-Dec-07
Submit business case to OPM/GoLearn & OMB	NASA	2-Jan-08
OPM/GoLearn/HRD Recommendation to OMB	GoLearn	7-Jan-08
OMB approve / disapprove	OMB	10-Jan-08

Workforce Services Portal Discussion

Mike McCann

- NSSC Assumes Portal Management as of January 2008
 - NSSC's Roles will Include:
 - » NSSC CCC Takes on Role of Primary Customer Interface from MSFC
 - » NSSC HR Takes on Role as Level 2 Customer Interface
 - » NSSC IT Maintains Portal Operations and Role Access
 - » NSSC IT Provides Additional Pages and Portlets Within Current System Templates
 - JSC Will Retain:
 - » Physical Hosting of the Portal Servers Until Transferred to NSSC
 - » Portal Server Security Responsibilities
 - » Development Role for New Portal Capabilities

NAAS Specific Discussion

Mike McCann

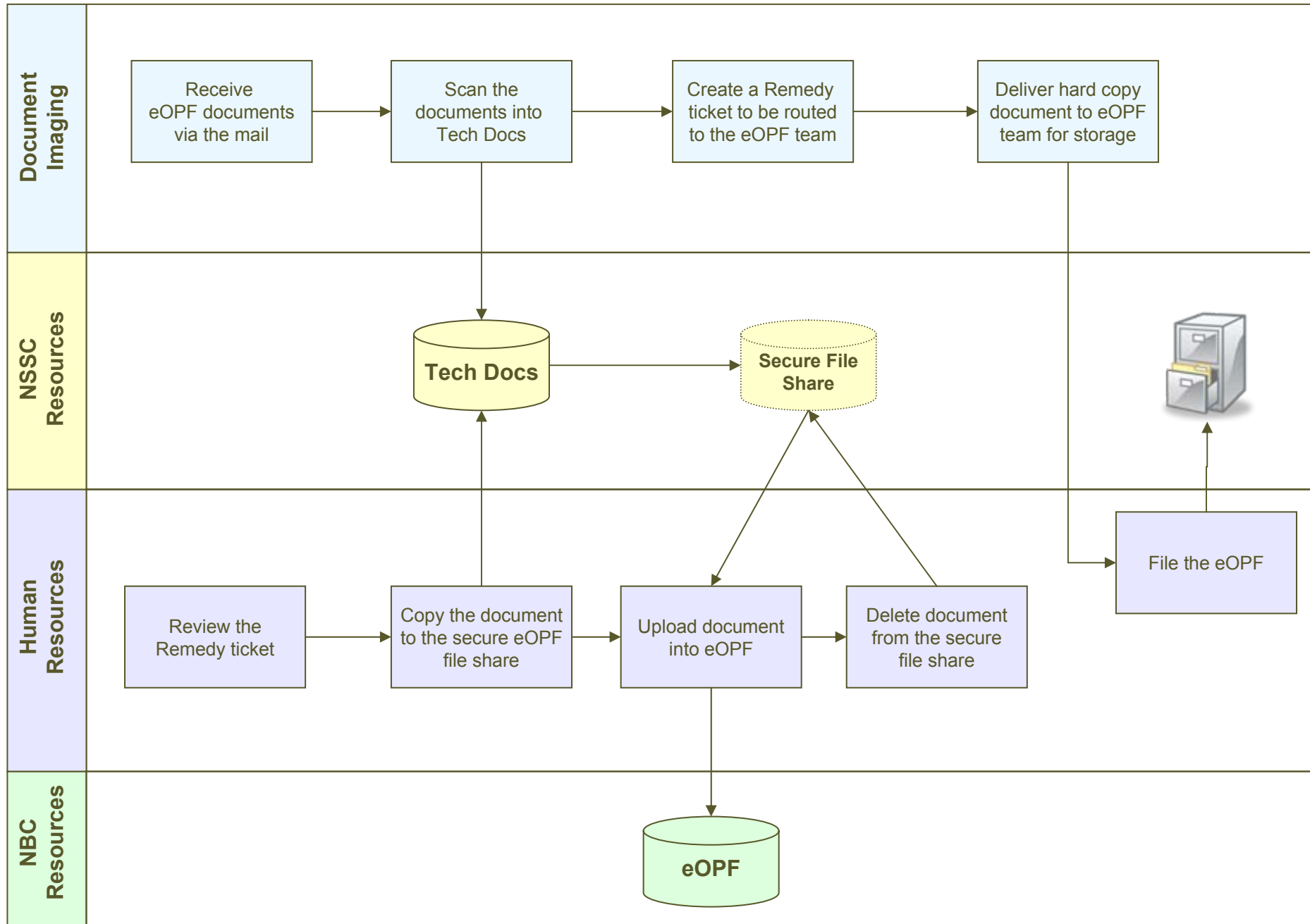
- **NAAS Phase II**
 - Initiated Sept 06
 - Community Submitted 134 Enhancement Requests
 - 112 Approved With 41 Completed To Date
 - » Remaining List Resubmitted to OHCM for Re-Evaluation
 - Lessons Learned after Full Year of Operations
 - Knowledge Gained from Agency Honors Cycle
 - » Scheduled for Further Discussion with OHCM 27 Sept
 - » Full Community Review Scheduled for Jan 08
- **NAAS Phase III**
 - Initiate After January Awards Conference
 - Balance Against Entire HRIS Workload

eOPF Migration and Support Discussion

Rachel Raines

- Working with Goddard to insert documents into eOPF
- Some technical issues
 - Passwords were not distributed timely (resolved)
 - Desktop software
 - » Problem with automatic installer
 - » No CD with installer software
 - MAC issue—eOPF is not supported on a MAC
 - » Currently working CITRIX solution with the NASA Data Center
 - Cost: \$20,000 first year; \$17,000 subsequent years
 - NSSC position: It is unacceptable to field eOPF to the NASA community via the Citrix solution. OPM must deliver an eOPF web-based product that works on MACs.

Current Process Flow



Meeting Recap and Review of Action Items

Mike McCann

BACKUP

SATERN CR Management

NSSC IT/HR Activities

CHG000000076658	CCR96 SATERN Account Synchronization with NAMS
CHG000000076870	CCR 99 EMSD ICE Integration Load ICE Training History
CHG000000082026	CCR 106 Import NSTC Employee Training Data into SATERN
CHG000000105837	Flash File for Configuration Checker
CHG000000097544	CCR 155 SATERN Admin Report Sever at the NSSC
CHG000000086949	SATERN DATABASE CLEANUP

SATERN CR Management

NSSC Reports Generation

CHG000000091120	CCR 133 HR - Brio Report - Modify the History Export report in preparation for the IDP and competency management reporting requirements.
CHG000000099432	HR - SATERN SYSTEM ADMIN - BRIO CUSTOMIZED REPORT
CHG000000103581	INQUIRY REGARDING BRIO ON DEMAND SERVER AS RELATED TO HISTORY REPORT EXPORT
CHG000000082123	CCR 102 Provide and automate IT training data for NAMS
CHG000000039032	CR 27 BRIO CUSTOMIZED REPORT agency training report--EHRI that is to be submitted
CHG000000093591	HR - SATERN SYSTEM ADMIN - SATERN CUSTOMIZED REPORT
CHG000000096164	CCR 153 Develop a custom report that will allow a learner to view all learning items for a selected competency, across all DOMAINS, and for both Active and Inactive items
CHG000000103758	HR - SATERN SYSTEM ADMIN - SATERN CUSTOMIZED REPORT
CHG000000105445	HR - SATERN SYSTEM ADMIN - SATERN CUSTOMIZED REPORT

SATERN CR Management

NSSC New Account Requests

CHG000000104964	HR - SATERN SYSTEM ADMIN - NEW ACCOUNT REQUEST
CHG000000105092	HR - SATERN SYSTEM ADMIN - NEW ACCOUNT REQUEST
CHG000000105702	HR - SATERN SYSTEM ADMIN - NEW ACCOUNT REQUEST
CHG000000105425	HR - SATERN SYSTEM ADMIN - NEW ACCOUNT REQUEST

SATERN CR Management

Executive Committee

CHG000000067406	CCR 58 The Registration tab of a scheduled offering should allow to sort Learners by Organization ID.
CHG000000067410	CCR 57 Add the Organization ID to the Search Results page for a Learner Search.
CHG000000088806	CCR 118 Learning plan back to list button
CHG000000097784	CCR 157 FORGOT MY PASSWORD PROCEDURE CHANGE
CHG000000098911	CCR 159 SATERN Patch 61
CHG000000099225	CCR 160 External Request Tuition Report
CHG000000102050	List SATERN E-Books (SkillSoft Books 24X7) in the Galaxie Library
CHG000000102676	CCR 163 Future Enhancement suggestion: Alternate POC Contractor Registrations

SATERN CR Management

Pending or Future Activities

CHG000000072989	CCR 86 Migrate SATERN UserIDs to Agency UserIDs
CHG000000076871	CCR 100 EMSD ICE Integration:Provide data for ICE Portal
CHG000000076872	CCR 101 EMSD ICE Integration:Integrate with PTC University
CHG000000073187	CCR 89 Use Employee Duty Status for Account Management

SATERN CR Management

Vendor Activities by General Physics and Plateau

CHG000000064015	AN EMPLOYEES SUPERVISOR SHOULD NOT CHANGE BASED ON THE PERSON WHO SIGNS TIMECARDS.
CHG000000070631	CCR 83 Enhancements to the SATERN Certificate
CHG000000073012	CCR 87 Provide capability to query on 1735 Form Data
CHG000000075420	ADOBE 8 settings interfere with proper report printing - specifically the completion certificate
CHG000000076868	CCR 98 EMSD ICE Integration: Migrate Training Ops & Admin
CHG000000093516	CDR 152 Import and Maintain Competency Data
CHG000000097696	CCR 156 Learner search results limitations
CHG000000099251	CCR 161 Add a custom field to the scheduled offerings
CHG000000074436	Training Coordinators continue to receive error when trying to approve an External Learning Request.
CHG000000084300	FPPS data file on NASA employees for SATERN contains the value "ERROR" in the column for Ethnic/Race Origin.
CHG000000086289	Problem using JAWS (section 508 compliant reader)
CHG000000073189	CCR 90 Modify Import Process to obtain supervisory data
CHG000000081897	The APA notifications are producing emails which are using the date the email was sent as the required date instead of the required date as shown in the attachment to the item.